

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 OF 2 PAGES		
2. AMENDMENT/MODIFICATION NO. Amendment 03		3. EFFECTIVE DATE 11/14/2014		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY GSA/FAS/FEDSIM/Civilian Acquisition 1800 F Street NW, Washington, DC 20405 Scott Duncan/Contract Specialist 202-969-4054		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. GSC-QF0B-14-32867 <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 10/28/2014 <input type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. <input type="checkbox"/> 10B. DATED (SEE ITEM 13)			
CODE		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This amendment revises the due date for PART I and is reflected and highlighted in the updated TOR Cover Letter.

The due date for Parts I, II and III is Tuesday, December 02, 2014 by 11:00 am EST.

All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Laurel A. Weiskopf, Contracting Officer Civilian Acquisition	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

INSTRUCTIONS

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Item 9, (Amendment of Solicitation No. - Dated), and 10, (Modification of Contract/Order No. - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries.
- (1) Accounting classification
Net increase \$
- (2) Accounting classification
Net decrease \$
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document
- (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
- (i) Total contract price increased by \$
- (ii) Total contract price decreased by \$
- (iii) Total contract price unchanged.
- (3) State reason for modification.
- (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
- (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
- (i) A reference to the letter determination; and
- (ii) A statement of the net amount determined to be due in settlement of the contract.
- (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

TASK ORDER REQUEST (TOR)

GSC-QF0B -14-32867

AMENDMENT 03

Information and Communication Technology (ICT) Support

in support of:

**U.S. Agency for International Development (USAID)
Office of Foreign Disaster Assistance (OFDA)**

Issued to:

**All contractors under the Alliant (Large Business)
Governmentwide Acquisition Contract**

Issued by:

**The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405**

October 28, 2014

FEDSIM Project Number 14032AIM



November 14, 2014

Alliant Large Business Contract Holders:

This letter transmits GSA FEDSIM's Task Order Request (TOR) GSC-QF0B -14-32867. This TOR will provide the U.S. Agency for International Development (USAID) Office of Foreign Disaster Assistance (OFDA) end-to-end Information and Communications Technology (ICT) support, encompassing all communications and computer resources, in support of both OFDA's operations at headquarters and for its field responses to natural and/or man-made disasters around the world.

Please deliver proposals in accordance with the delivery instructions in Section L.10 of the TOR. If proposals are sent via US Postal Service, FedEx, UPS, courier service, etc. please use the address referenced within Section L.10, but please allow adequate time for the mail/packages to reach our office due to the processing of packages coming in the building. If you hand carry the proposal, please do not deliver proposals prior to 7:30 am EST and please call Scott Duncan at 202-430-7496 immediately when you arrive at the E Street entrance. Please reference the hand delivery instructions found within Section L.10.

The following is a list of TOR response and proposal deliverables including due dates:

1. Proposal **Part I**, in accordance with TOR Sections L.7 – L.8, shall be submitted as specified within Section L.10 no later than ~~Monday, November 17, 2014~~ Tuesday, December 02, 2014 by 11:00 am EST.
2. Proposal **Parts II and III**, in accordance with TOR Sections L.7 – L.9, shall be submitted as specified within Section L.10 no later than **Tuesday, December 02, 2014** by 11:00 am EST.
3. Each offeror shall make an oral presentation of its technical proposal in accordance with the instructions in Section L.11 of the solicitation. The Government anticipates scheduling oral presentations **from December 4 through December 19, 2014**. After receipt of proposal Parts I, II and III, offerors will be provided an exact date and time of their oral presentation.
4. Proposal Parts I, II and III shall be submitted in accordance with the TOR no later than Tuesday, December 2, 2014 by 11:00 am EST.

Sincerely,

Laurel Weiskopf

Laurel Weiskopf
Contracting Officer
FEDSIM Civilian Sector Acquisition

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment C.

B.2 CONTRACT ACCESS FEE

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is $\frac{3}{4}\%$ (i.e., (.0075)) of the total price/cost of contractor performance. This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award. The CAF shall not exceed \$100,000 per year-long period.

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Firm-Fixed-Price (FFP) for CLIN X001; a Cost-Plus-Fixed-Fee (CPFF) basis for CLINs X002 and X003; and a Not-to-Exceed (NTE) basis for CLINs X004, X005, X006, and X007.

B.4 ORDER PRICING (ALL ORDER TYPES)

Long-distance travel is defined as travel over 50 miles from Washington, D.C. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPFF	Cost-Plus-Fixed-Fee
FFP	Firm-Fixed Price
NTE	Not-to-Exceed
ODC	Other Direct Cost

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.1 BASE PERIOD:

MANDATORY FFP LABOR CLINs

CLIN	Description	QTY	Unit	Total FFP
0001	Labor (Task 1)	12	Month	

MANDATORY CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
0002	Labor (Tasks 2-5)				

OPTIONAL CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
0003	Labor (Task 6)	DO NOT FILL	DO NOT FILL	DO NOT FILL	\$0
0008	Labor (Task 7 – Remain in the current facility)				
0009	Labor (Task 7 – Move to a new facility)				

COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs

CLIN	Description		Total Ceiling Price
0004	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	\$300,000
0005	Tools Including Indirect Handling Rate _____ %	NTE	\$2,000,000
0006	ODCs Including Indirect Handling Rate _____ %	NTE	\$4,750,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0007	Contract Access Fee	NTE	\$100,000

TOTAL CEILING BASE PERIOD CLINs: \$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.2 FIRST OPTION PERIOD:

MANDATORY FFP LABOR CLINs

CLIN	Description	QTY	Unit	Total FFP
1001	Labor (Task 1)	12	Month	

MANDATORY CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
1002	Labor (Tasks 2-5)				

OPTIONAL CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
1003	Labor (Task 6)		DO NOT FILL	DO NOT FILL	\$850,000

COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs

CLIN	Description		Total Ceiling Price
1004	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	\$300,000
1005	Tools Including Indirect Handling Rate _____ %	NTE	\$2,000,000
1006	ODCs Including Indirect Handling Rate _____ %	NTE	\$4,750,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1007	Contract Access Fee	NTE	\$100,000

TOTAL CEILING FIRST OPTION PERIOD CLINs: \$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.3 SECOND OPTION PERIOD:

MANDATORY FFP LABOR CLINs

CLIN	Description	QTY	Unit	Total FFP
2001	Labor (Task 1)	12	Month	

MANDATORY CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
2002	Labor (Tasks 2-5)				

OPTIONAL CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
2003	Labor (Task 6)		DO NOT FILL	DO NOT FILL	\$900,000

COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs

CLIN	Description		Total Ceiling Price
2004	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	\$300,000
2005	Tools Including Indirect Handling Rate _____ %	NTE	\$2,000,000
2006	ODCs Including Indirect Handling Rate _____ %	NTE	\$4,750,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2007	Contract Access Fee	NTE	\$100,000

TOTAL CEILING SECOND OPTION PERIOD CLINs: \$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.4 THIRD OPTION PERIOD:

MANDATORY FFP LABOR CLINs

CLIN	Description	QTY	Unit	Total FFP
3001	Labor (Task 1)	12	Month	

MANDATORY CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
3002	Labor (Tasks 2-5)				

OPTIONAL CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
3003	Labor (Task 6)		DO NOT FILL	DO NOT FILL	\$950,000

COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs

CLIN	Description		Total Ceiling Price
3004	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	\$300,000
3005	Tools Including Indirect Handling Rate _____ %	NTE	\$2,000,000
3006	ODCs Including Indirect Handling Rate _____ %	NTE	\$4,750,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3007	Contract Access Fee	NTE	\$100,000

TOTAL CEILING THIRD OPTION PERIOD CLINs: \$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.5 FOURTH OPTION PERIOD:

MANDATORY FFP LABOR CLINs

CLIN	Description	QTY	Unit	Total FFP
4001	Labor (Task 1)	12	Month	

MANDATORY CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
4002	Labor (Tasks 2-5)				

OPTIONAL CPFF (TERM) LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Estimated Cost	Estimated Fixed Fee %	Total Estimated Cost Plus Fixed Fee
4003	Labor (Task 6)		DO NOT FILL	DO NOT FILL	\$1,000,000
4010	Labor (Task 8)				

COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs

CLIN	Description		Total Ceiling Price
4004	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	\$300,000
4005	Tools Including Indirect Handling Rate _____ %	NTE	\$2,000,000
4006	ODCs Including Indirect Handling Rate _____ %	NTE	\$4,750,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4007	Contract Access Fee	NTE	\$100,000

TOTAL CEILING FOURTH OPTION PERIOD CLINs: \$ _____

GRAND TOTAL CEILING ALL CLINs: \$ _____

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices.

- If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.
- If no rate is specified in the basic contract, no indirect rate shall be applied to or reimbursed on these costs.
- If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the task order shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant labor categories.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of \$***,***,*** for CLINs __*__ through __*__ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through __ (date) __ unless otherwise noted in Section B.4. The TO will be modified to add funds incrementally up to the maximum of \$***,***,*** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

When the work required under any CLIN is completed, and that work is within the total estimated cost shown above, the contractor shall be entitled to payment of fixed fee for that CLIN. The contractor may present, with its monthly vouchers for costs, a fee voucher in an amount bearing the same percentage of fixed fee as the certification of incurred costs bears to the total estimated cost for each CLIN. However, after payment of 85 percent of the fixed fee for the total TO, the CO may withhold further payment of fixed fee until a reserve shall have been set aside in an amount which the CO considers necessary to protect the interest of the Government. This reserve shall not exceed 15 percent of the total fixed or \$100,000, whichever is less.

Incremental Funding Chart for CPFF: see Section J, Attachment H - Incremental Funding Chart (Excel Spreadsheet).

C.1 PURPOSE

The United States (U.S.) Agency for International Development (USAID), Bureau for Democracy, Conflict and Humanitarian Assistance's (DCHA) Office of Foreign Disaster and Assistance (OFDA) requires end-to-end Information and Communications Technology (ICT) support. This shall encompass all communications and computer resources. The contractor shall plan, staff, and implement all of OFDA's ICT support requirements both for OFDA's operations at headquarters and for its field responses to natural or man-made disasters around the world.

C.1.1 VISION

OFDA's vision is to enter into a working relationship with industry to maintain and enhance OFDA's critical network, communications, systems, and application functions. OFDA is looking for reliable and effective approaches to managing the current technical environment and systems/application development processes, while selectively pursuing opportunities to innovate and leverage emerging technologies and trends to support OFDA's operations. Reliability and accessibility of its IT and communications infrastructure and all supporting services are critical to OFDA's ability to respond effectively and immediately to disasters around the world.

C.2 OFDA MISSION AND BACKGROUND

Within USAID's DCHA, the OFDA is the lead Federal office responsible for coordinating the U.S. Government response to international disasters. With a mandate to save lives, alleviate human suffering, and reduce the economic and social impact of disasters worldwide, OFDA responds to an average of 70 disasters in more than 50 countries every year. The Office ensures that aid reaches people affected by rapid onset disasters, including earthquakes, volcanoes, and floods, as well as slow-onset crises, such as drought and conflict. Its team of seasoned humanitarian professionals, policy advisors, and technical experts identify the most urgent humanitarian needs immediately following a disaster and work alongside local governments to assist tens of millions of people and save countless lives. OFDA works in a variety of humanitarian assistance sectors including, but not limited to, the following: agriculture and livestock, emergency health and nutrition, livelihoods, and water, sanitation, and hygiene. OFDA also provides critical relief supplies—such as emergency shelter materials, water purification systems, blankets, and hygiene kits—and urban search and rescue support as appropriate to people in need living in disaster-affected areas all around the globe.

OFDA is currently comprised of approximately 400 full-time personnel posted throughout the world, plus approximately 150 temporary or surge personnel who may be activated as needed; this includes contractor support staff. A majority of the staff, operates out of the three headquarters offices—two in Washington, D.C. and one that is contractor-provided, currently in Arlington, Virginia. There are currently approximately 300 full-time Washington-based personnel, including contractor support staff. OFDA also has staff located in six regional offices around the world in San Jose, Costa Rica; Budapest, Hungary; Bangkok, Thailand; Dakar, Senegal; Nairobi, Kenya; and Pretoria, South Africa, as well as several sub-regional and field offices at any given time.

OFDA operates under a six-division structure as follows:

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- a. The **Program Support** Division provides operational management support, including general administration, budget and financial services, procurement planning, information technology (IT), human resources management including staff care, and contract and grant administration support to OFDA. Program Support supports OFDA's mandate by providing innovative solutions for IT, staffing, funds control, budgeting, information and human resource management, and procurement to facilitate timely disaster responses. Management of OFDA's ICT Program falls within the Program Support Division.
- b. The **Preparation, Strategic Planning, and Mitigation (PSPM) Division** is responsible for the technical oversight of all OFDA response and mitigation programs, as well as preparation and strategic planning for response, mitigation, and disaster risk reduction activities. The PSPM Division houses technical experts in all sectors potentially affected by disasters, and leads the Agency in developing and promoting best practices for programming in these specific sectors. In addition, PSPM is the focal point for technological innovations for humanitarian assistance in areas such as monitoring and evaluation, assessment, and information management.
- c. The **Operations (Ops) Division** is responsible for deploying OFDA's staff, systems and resources into the field. Ops provides technical expertise in humanitarian response logistics; disaster response systems; urban search and rescue; personnel safety and security; field administrative support; and Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) responses. Ops manages global warehousing of humanitarian relief commodities, emergency surge capacity staffing mechanisms, and the administrative support to field offices around the world. Ops is also responsible for managing relationships with the Department of Defense (DoD), the Federal Emergency Management Agency (FEMA), and disaster response teams at the United Nations (U.N.).
- d. The **Humanitarian Policy and Global Engagement (HPGE) Division** serves as the principle focal point for humanitarian policy development, engagement with U.N. agencies and other public international organizations, and other donor governments. The HPGE Division tracks trends and policy developments in the humanitarian assistance field; engages in policy dialogue with other parts of USAID, the U.S. Government (USG) interagency, other donors, multilateral agencies, and NGO partners; recommends strategies for action to DCHA; initiates development of policy and internal guidance for OFDA; maintains global relationships with implementing partners, other donors, and the broader humanitarian architecture; engages with the U.N. to advance USG humanitarian policy objectives and to promote humanitarian principles within the USG and internationally; leads OFDA's communications and social media outreach to effectively communicate OFDA's story to a variety of strategic audiences; and serves as the office's primary interlocutor on strategic issues with other Federal partners to provide guidance to OFDA on policy issues pertaining to the interagency, and to improve USG humanitarian coordination and response during large-scale crises. The HPGE Division has staff focused on program development, policy and outreach, strategic communications, and interagency

engagement. The HPGE Team is also supported by Humanitarian Advisors located in Rome, Geneva, and the United States Mission to the United Nations (USUN) in New York.

- e. The **Africa Disaster Response Division** manages the programmatic aspects of OFDA's humanitarian activities by providing relief supplies and services, as well as disaster risk reduction interventions, to beneficiaries throughout Africa. This includes disaster assessment and analysis, program planning and strategy development, and award management. It also maintains critical relationships with key stakeholders across the U.S. government and international community critical to coordinating and implementing humanitarian activities in Africa, and serves in a leadership role on issues in all regions in Africa.
- f. The **Asia, Latin America, Europe (ALE) Disaster Response Division** manages the programmatic aspects of OFDA's humanitarian activities by providing relief supplies and services, as well as disaster risk reduction interventions, to beneficiaries throughout Asia (East Asia, the Pacific, and South Asia), Latin America and the Caribbean, Europe, the Middle East, and Central Asia. This includes disaster assessment and analysis, program planning and strategy development, and award management. It also maintains critical relationships with key stakeholders across the U.S. Government and international community critical to coordinating and implementing humanitarian activities in the respective regions, and serves in a leadership role on region-specific issues.

C.2.1 CURRENT IT/NETWORK ENVIRONMENT

OFDA's ICT program consists of operations and maintenance support for its Washington-based staff, as well the capacity to stand-up three simultaneous Response Management Teams (RMTs) in Washington and to deploy five simultaneous Disaster Assistance Response Teams (DARTs) globally. OFDA regional and field offices are located within USAID Mission facilities and most of the field staff daily IT support on the USAID.gov network is provided through local Mission staff and not through this contract, with the exception of the OFDA Latin America and Caribbean (LAC) Costa Rica office which is owned and maintained by OFDA. IT support to the Costa Rica office is provided by a dedicated OFDA ICT support staff located at the LAC office. Access to the OFDA LAC office does not require a Secret clearance.

OFDA staff currently has access to and operates on two separate and distinct networks.

- a. **OFUSAID** – This network is part of USAID's broader USAID.gov network and is supported on a limited basis under this contract. The primary responsibility for operability of this network and all corporate applications on the network resides with the USAID Office of the Chief Information Officer (OCIO). All OFDA users are provided a USAID.gov e-mail address, and this is the primary network used by staff located in the Ronald Reagan Building (RRB); USAID.gov uses Gmail. The OFDA ICT contractor provides help desk support, account administration, and trouble shooting for the network. In collaboration with the USAID OCIO, the OFDA contractor maintains the server hardware and software on OFUSAID.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- b. **OFDA.gov** - The OFDA.gov network is an autonomous and completely separate network owned, operated, and maintained by OFDA through this contract. It was created to accommodate OFDA's 24/7 availability, accessibility, and support requirements which outpaced the broader USAID requirements, while allowing for a higher degree of risk tolerance. For example, while OFDA is willing to allow users who do not have security clearances access to the network with only two forms of government identification so that it can surge its capacity during a disaster response, having the network go down over a weekend or not having access to support staff to trouble shoot issues is unacceptable. Having the OFDA.gov network has enhanced OFDA's ability to lead the U.S. Government foreign disaster response operations. The majority of the network infrastructure is located in the contractor-operated facility. It is accessed and used as the primary network for OFDA users in the National Press Building (NPB) on the 7th and 11th floors and the staff at the contractor-provided facility. All Emergency Operations Centers (EOCs) are run on the OFDA.gov network. The network can be remotely accessed via a variety of web-based interfaces. Most OFDA field personnel and staff deployed on temporary duty assignment (TDY) tend to use this network for day-to-day work, as well. In addition, it is used for all communications (e-mail) and electronic records filing for DARTs and RMTs. The OFDA.gov network houses all OFDA-specific applications which currently include Abacus and the Awards Results Tracking System (ART). OFDA's Deputy Director is the current Designated Approving Authority (DAA) and USAID Chief Information Security Officer (CISO) is the Authorizing Official (AO).

As of 2014, there are 18 virtual Windows 2008 servers at the NPB facility on the OFDA.gov network. At the RRB there are six Windows 2008 servers all on the OFUSAID.gov network. The contractor-provided facility hosts over 70 Windows servers, primarily 2008, and approximately 10 Linux servers, all for OFDA.gov. Storage for the OFDA.gov network is provided by a 45 terabyte (TB) EMC SAN, 36 TB of which is allocated to Virtual Machines (VMs). An Avamar grid provides 27 TB of backup capacity, 20 TB of which is in use. The LAC Costa Rica office has five Windows servers locally supported by OFDA personnel. This is the only overseas office in which OFDA provides on-site network and user support. In addition, the three Washington, D.C. area sites host over 70 switches, firewalls, routers, and other networking devices.

OFDA also provides limited support for DCHA's Office of Transition Initiatives (OTI). Primarily, the current level of OTI support involves maintaining the office's approximately 200 unit laptop inventory.

For both networks, the server base is primarily Windows Server 2008 running on VMware. There are also several Linux servers supporting the Abacus suite of Oracle-based applications which runs on the Oracle VM platform. Workstations were upgraded to Windows 7 in 2014. Currently, there are approximately 90 virtual and 25 physical servers, 290 OFDA laptops, and over 400 workstations.

The ICT services currently provided to staff includes the following:

- a. Messaging services: OFUSAID (Gmail) and OFDA.gov (Exchange) e-mail accounts.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- b. Network resources: Shared drives, group applications, group database, printers, servers, websites, IT training, and network monitoring tools.
- c. EOCs: Facilities, equipment, network/systems/application development, maintenance and support.
- d. Intranet: SharePoint.
- e. Management Information Applications: OFDA's Program Planning, Tracking and Monitoring System: Abacus and ART.
- f. Database software: Microsoft Structured Query Language (MS SQL) and Oracle.
- g. IT Hardware and Associated Service Agreements: Laptops, desktops, printers, servers, and scanners.
- h. Telephony Services/Equipment: Cisco Voice over Internet Protocol (VoIP) phone system, mobile devices (e.g., cellular phones and tablets).
- i. Wireless Communications: Mobile phones, mobile device management via MAAS360, and multifactor authentication using RSA hard and soft tokens.
- j. Field Communications: Satellite phones and terminals, vehicle communications equipment, High Frequency (HF), Very High Frequency (VHF), and Ultra High Frequency (UHF) radios.

OFDA's current internal information management application is known as "Abacus." It has been designed to support OFDA's integrated information management process and policies, including program planning, budgeting, award processing, program tracking, and financial management and reporting. Abacus, which is built on an Oracle database, is the resource used by office staff to perform data management and respond to stakeholder requests for information (see Section J, Attachment N). The ART is a sub-component of Abacus, which allows OFDA implementing partners to submit results data and reports electronically (see Section J, Attachment N).

In support of RMT requirements, OFDA currently maintains three EOCs—two are located in the RRB and one is located off-site at a contractor-provided facility. The contractor maintains the capacity to support three EOCs and three simultaneous RMTs. While a standard RMT has twelve core positions, it can be as large as a twenty-four person team. During times of RMT activation, the contractor provides sufficient IT support to ensure that all three EOCs remain fully functional 24 hours a day, 7 days a week, and provide on-site Help Desk support during the primary RMT operational hours as established by the Response Manager. The contractor may be required to employ surge staffing and/or to perform outside of the regular working hours. The activation of an RMT also places additional demands on the contractor outside of Help Desk support, such as additional network troubleshooting, systems/application support, mobile communications support, and the development of custom reporting through Abacus.

In support of the DART requirement, the contractor maintains a fully functional communications cache to deploy five simultaneous DART teams. A typical DART team is staffed with about six to twelve OFDA personnel, but may be much larger depending on the magnitude of the disaster and the level of involvement of other USG agencies. In addition, the Response Director may opt to require contractor-supplied communications officer support to serve on the DART team. To support this function, the contractor determines and arranges communications coverage for the DART, develops and maintains a comprehensive communication plan for the DART, ensures all

field communications equipment is functional and trouble-shoots and addresses equipment issues as they arise, and proactively addresses any ad hoc communications needs/challenges as they arise. The average number of RMT activations and DART deployments per year is approximately four, although this fluctuates significantly during any given year with the occurrence or absence of international disasters.

The contractor also maintains adequate dedicated contiguous space to host and facilitate all OFDA trainings and meetings, houses the third EOC including interagency overflow capacity for an additional 12 workstations, warehouses OFDA DART communications and deployment cache and all IT inventory not otherwise deployed (current warehousing space is 1,385 sq. ft.), hosts the current OFDA.gov network infrastructure (current network space is 485 sq. ft.), seats all IT contractor staff not working in the RRB or NPB, and provides six dedicated offices for OFDA staff utilization during trainings or to be used for Continuity of Operations Program (COOP) capacity should the RRB be rendered inaccessible.

The contractor is currently establishing hot-hot replication of the three critical systems: Exchange, SharePoint, and Abacus. The COOP site is being established at the NPB. The NPB currently houses OFDA infrastructure and provides OFDA Support with a convenient means to install and test the COOP infrastructure. After the completion of the hot-hot replication site, OFDA Support plans to identify and deploy the COOP site to a FedRAMP-certified cloud services provider. This is planned to be completed prior to the award of this TO.

C.3 SCOPE

The contractor shall provide ICT services to support OFDA's daily operations world-wide and during multiple concurrent and ongoing major disaster response operations, often in remote and austere areas of the world with limited infrastructure. The contractor shall provide this support both from headquarters and in the field. This support may be critical not only to the success of the particular humanitarian mission, but to the safety and security of staff, as well as to the image of the USG in the world community.

C.4 TASKS

The contractor shall provide the support described in the following functional task areas.

- Task 1 - Program Management
- Task 2 - Operations and Maintenance Support
- Task 3 - Application Development and Maintenance Support
- Task 4 - ICT Response Readiness and Field Operations Support
- Task 5 - ICT Equipment Management
- Task 6 - Surge ICT Support
- Task 7 - Execute Transition-In
- Task 8 - Execute Transition-Out

C.4.1 TASK 1 - PROGRAM MANAGEMENT SUPPORT

The contractor shall provide program management support and all necessary personnel, administrative, logistical, financial, and managerial resources under this TO. This includes the management and oversight of all activities performed by contractor personnel, including

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

subcontractors, to satisfy the requirements identified in this Performance-Based Statement of Work (SOW). In accordance with Federal and USAID travel policies, the contractor shall use proven methods for the immediate deployment - within four hours of notice - of ICT personnel and equipment to locations around the world. The contractor shall schedule meetings and provide deliverables in accordance with Section F.

C.4.1.1 SUBTASK 1 - COORDINATE A TASK ORDER KICK-OFF MEETING

The contractor shall schedule and coordinate a Task Order Kick-Off Meeting (see Section F.3, **Deliverable 2**) at the Government's site. At a minimum, the attendees shall include key contractor personnel, representatives from OFDA, and other key Government personnel, the Contracting Officer (CO) and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization, and reporting procedures. The contractor shall provide the following at the Kick-Off meeting:

- a. Security: Government action required, status of any outstanding clearances, and next steps.
- b. Updated Transition-In Plan (see Section C.4.7 and Section F.3, **Deliverable 4**)

C.4.1.2 SUBTASK 2 - MONTHLY STATUS MEETINGS

The contractor shall convene a Monthly Status Meeting (see Section F.3, **Deliverable 9**) with the OFDA Technical Point of Contact (TPOC), FEDSIM COR, and other key Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and monthly status reports (MSR), provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities.

C.4.1.3 SUBTASK 3 - MONTHLY STATUS REPORT (MSR)

The contractor shall provide a Monthly Status Report (MSR) (see Section F.3, **Deliverable 8**) that briefly summarizes, by task area, the management and technical progress to date, as well as, the information indicated below by task area. A sample is provided in Section J, Attachment B. The contractor shall provide, at a minimum, the following information by either billing cycle or calendar month depending on the Government's needs:

- a. Status of all activities/requirements by program
- b. Personnel gains, losses, and status (security clearance, open positions, etc.)
- c. Progress against milestones and estimated cost
- d. Deliverables submitted for the period
- e. Compliance with Service Level Agreements (SLAs)
- f. Name, rate, and total billed hours by individual
- g. Summary of trips taken, conferences attended, etc. Attach trip reports to this MSR for the appropriate reporting period.

- h. Travel costs
- i. Tool / ODC costs
- j. Total cost
- k. Hours expended by labor category
- l. Labor overhead
- m. Subcontractor labor
- n. Other subcontractor costs
- o. Planned versus actual hours
- p. Planned versus actual dollars
- q. Deviations from planned expenditures

The contractor shall reconcile the MSR with each invoice such that they can be matched month by month.

In addition to the MSR, the contractor shall provide a Mailbox Account Size Report monthly (see Section F.3, **Deliverable 10**). This Mailbox Account Size Report shall include: number of total items and size of each mailbox, average mailbox size, mailboxes over 512MB, and database size. The contractor shall provide this information for RMTs, OFDA.gov, and OTI mailboxes.

C.4.1.4 SUBTASK 4 - PREPARE PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP (see Section F.3, **Deliverable 6**). The PMP shall:

- a. Describe the proposed management approach.
- b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
- c. Include milestones, tasks, and subtasks required in this TO.
- d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations.

The contractor shall provide the Government with a draft PMP in accordance with Section F, on which the Government will make comments. The final PMP shall incorporate the Government's comments (see Section F.3, **Deliverable 7**).

C.4.1.5 SUBTASK 5 - UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.4.1.6 SUBTASK 6 - PREPARE TRIP REPORTS

The contractor shall submit a Trip Report (see Section F.3, **Deliverable 11**) for each trip taken unless otherwise specified by the Government. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at the travel location.

C.4.1.7 SUBTASK 7 - UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with its proposal (see Section F.3, **Deliverable 12**). The contractor shall periodically update the QCP as changes in program processes are identified.

C.4.1.8 SUBTASK 8 - DEVELOP A DISASTER RECOVERY PLAN

The contractor shall support hot-hot replication of OFDA's three critical systems: Exchange, SharePoint, and Abacus. In the advent of a failure of the primary site, the COOP site shall enable OFDA to restore the data and functionality provided by these systems within two hours in accordance with SLAs (see Section J, Attachment J).

The contractor shall develop a Disaster Recovery Plan for COOP for Government approval (see Section F.3, **Deliverable 16**). The contractor shall designate a list of contractor personnel as a system/network recovery team and provide this list and any associated recall information. In the event of a disaster in the Washington, D.C. area, the system/network recovery team shall assess damage to systems/networks within the scope of this TO and recommend Courses of Action (COAs) to the OFDA TPOC to mitigate damage and expedite system/network restoral.

C.4.2 TASK 2 – OPERATIONS AND MAINTENANCE SUPPORT

The contractor shall provide operations and maintenance support, including network support, information security, systems operations support, and user support/help desk support to enable OFDA to accomplish its foreign disaster assistance mission. In addition to normal daily operations, the contractor shall support this task during periods when the OFDA is operating multiple disaster response activities. In support of periods of escalated activity (e.g., disaster response), the contractor shall perform tasks using accelerated, yet effective and efficient processes that can provide the required support to maintain full operational capability.

C.4.2.1 SUBTASK 1 - NETWORK SUPPORT

The contractor shall provide effective, efficient, secure, and reliable information network services for OFDA. The contractor shall:

- a. Perform the development, procurement, management and maintenance of the OFDA.gov network and all associated network resources.
- b. In collaboration with USAID OCIO, the contractor will develop, procure, manage, and maintain all OFUSAID resources.
- c. Provide proactive and reactive management of resources by monitoring and controlling networks, available bandwidth, hardware, and distributed software resources operating on both networks. When an identified issue resides on the OFUSAID network and is within the USAID OCIO's area of responsibility, the contractor shall make the USAID OCIO aware of the issue, track and communicate progress of resolution to the OFDA TPOC, provide support, when possible, to the USAID OCIO to troubleshoot and resolve issue, and keep OFDA users apprised of progress until resolved.
- d. Respond to and report on any network outages, security incidents, and performance issues on both networks.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- e. Maintain documentation of network configuration including a network diagram that details Internet Protocol (IP) addressing, routing, and telecommunication links for the OFDA.gov network.
- f. Design and maintain network infrastructure to optimize performance on OFDA.gov.
- g. Perform regularly scheduled daily backups on all supported servers.
- h. Maintain a patch management system such that patches are pushed to servers, workstations and other network assets in a timely and effective manner to address vulnerabilities and ensure operability.
- i. Ensure the OFDA.gov network and all system applications are available 99 percent of 24 hours a day, 7 days a week, 365 days of the year (see Section J, Attachment J).
- j. Maintain the OFDA.gov network on a separate power source from the RRB downtown Washington, D.C. office, such that should power be lost to the RRB the OFDA.gov network shall still have power. Provide an uninterrupted power source to the OFDA.gov network in case public utilities are not available.
- k. Provide badge-access security controls to the spaces containing network components and testing areas.
- l. Configure and maintain Access Control Lists (ACLs) to grant/restrict network access to authorized users (see Section F.3, **Deliverable 17**).
- m. Create new authorized user accounts on the OFDA.gov and OFUSAID networks.
- n. Control and document access to the networks through activation of data ports at the RRB (e.g., space adds, moves, and changes) in coordination with the DCHA bureau's Administrative and Management Services (AMS) function and the USAID OCIO.
- o. In conjunction with USAID's Office of Security (SEC), the USAID OCIO, and AMS, acquire and maintain all appropriate standard documentation for the creation of new user accounts.
- p. Manage user accounts such that they are disabled or deleted (as appropriate and directed by employee's supervisor) upon permanent or temporary departure of employees in a timely manner. Disabled accounts for returning surge staff should be re-enabled in a timely manner (within two hours) (see Section J, Attachment J).
- q. Continue the establishment and implementation of a common interface where users can be signed into Single Sign-On (SSO) via AIDNET active directory credentialing in order to access resources and applications on both networks.
- r. Manage and operate all OFDA computers connected to and running on both OFDA networks.
- s. Maintain the network infrastructure of both networks by performing preventative maintenance and routine service, to include: troubleshooting, isolating faults, and repairing and replacing components.
- t. Maintain network infrastructure/connectivity documentation of OFDA.gov and OFUSAID networks and all associated systems/assets.
- u. Maintain OFDA.gov network databases and network-related information (e.g., IP address assignments, Virtual Local Area Network (LAN) assignments).
- v. Provide systems support for centrally located (in the Washington, D.C. metropolitan area) headquarters staff and provide field support as necessary remotely or through travel, as

required. OFDA's San Jose office is the exception as the contractor shall staff one full-time staff member located at this office who will also serve as the Communications Field Officer in the region. The contractor shall provide appropriate coverage when this staff member is not available at the LAC office.

- w. In advance of network infrastructure reaching lifecycle expiration, research alternative solutions for replacement that takes advantage of emerging technologies such as cloud solutions or other technologies. Analyze risks and cost/benefit considerations and develop business/support model to meet OFDA's operational and availability requirements. At the determination of the Government, implement proposed solutions in part or entirety insuring a seamless transition with minimal downtime and impact to users.

C.4.2.2 SUBTASK 2 - USAID COMPLIANCE AND COORDINATION

The contractor shall comply with all USAID policies for IT as required by the USAID OCIO and the CISO. This includes, but is not limited to, Agency policy on software, hardware, websites, systems architecture, and Information Security and Privacy. USAID policy pertaining to IT is located in the Agency's Automated Directive System Series 500, retrievable through the following link: <http://www.usaid.gov/who-we-are/agency-policy/series-500>. Note, USAID policy is subject to change and is revised regularly to maintain currency with Federal IT Policy regulations. The systems managed within scope of this requirement are Federal Information Security Management Act (FISMA) Moderate.

The contractor shall:

- a. Maintain a cooperative working relationship with the USAID OCIO and CISO in order to maintain currency in any and all changes to IT security, infrastructure, network, policy, privacy or other IT-related changes and requirements. The contractor shall ensure that that OFDA's IT portfolio remains in compliance with USAID OCIO and CISO policy.
- b. Ensure that all databases and information management systems meet Agency and USG Privacy Act requirements. This includes, but is not limited to, documenting all known systems to meet Privacy Impact Assessment (PIA) standards. These assessments are performed annually by reviewing and documenting each system to determine if they contain personal information and at what level the system contains the information. OFDA currently has approximately four systems that undergo annual PIA assessments; this is subject to change. Refer to USAID's Automated Directives System (ADS) 508 USAID Privacy Program for further information, retrievable through the following link: <http://www.usaid.gov/ads/policy/500/508>.
- c. Maintain a Security Risk Assessment and Security Plan for the OFDA.gov network. Both the risk assessment and the security plan shall be closely coordinated with and approved by the USAID CISO.
- d. Work with the USAID OCIO to maintain a secure, FISMA compliant network environment to include continuous monitoring and addressing vulnerabilities identified by CISO through the nCircle IP360 and/or USAID OCIO conducted intrusion detection. Utilize the CISO provided nCircle IP360 vulnerability scan results to maintain a B or better on monthly reports on all IT assets under OFDA's control (see Section J, Attachment J). Access will be granted to the nCircle IP360 to review the continuous scan

results so that vulnerabilities can be investigated and addressed. In the event of notification of a classified spillage (classified materials sent from ClassNet to OFDA staff on OFDA.gov or OFUSAID), work closely with CISO to ensure spillage is contained and wiped immediately. Any impact to the users should be clearly communicated prior to wiping devices.

- e. Maintain and update the Assessment and Authorization (A&A) documentation per CISO guidance. Refer to USAID's ADS 545 Information Systems Security for further information, retrievable through the following link: <http://www.usaid.gov/ads/policy/500/545>
- f. Conduct technical (e.g., upgrade desktop images and install patches) coordination as required with the USAID OCIO and CISO to maintain currency in any changing Federal or Agency IT policy or requirements.
- g. Undergo FISMA audit of the OFDA.gov network as required by USAID's Office of the Inspector General (IG), including providing all requested materials through the Cyber Security Assessment and Management (C-SAM) system, documenting all processes, systems, infrastructure or other information under review, and ensuring compliance with and implementation of all changes documented through the Plan of Action and Milestones (POA&Ms) in order to reduce the risk profile of the OFDA.gov network.

C.4.2.3 SUBTASK 3 - SYSTEMS OPERATIONS SUPPORT

The contractor shall provide all Systems Operations Support which encompasses the functional areas of operations, maintenance, and technical support associated with LAN, Linux, Personal Computers (PC), Apple, and telecommunications hardware/software used by all personnel supporting OFDA (i.e., civilian Federal and contracted), located in both the Washington, D.C. area and the regional field offices (primarily conducted remotely).

The contractor shall:

- a. Install, operate, and upgrade hardware, operating systems, and software components associated with LAN, Linux, and telecommunications platforms for regular daily operations and in support of disaster response activities, as determined by OFDA leadership.
- b. Maintain current documentation of hardware and software standards.
- c. Advise and coordinate with local IT staff at regional offices on the installation, operation, upgrade, and problem resolution on supported servers.
- d. Perform routine, scheduled daily backups on all supported servers and platforms. Conduct routine performance and capacity monitoring on all supported platforms and implement corrective actions in a proactive manner.
- e. Identify and evaluate products and methods to enhance performance and utilization of supported platforms.
- f. Develop and utilize a Change Management Process to review all modifications to the supported platforms and insure consistency and reliability of networks infrastructure.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- g. Ensure the platforms and related infrastructure hardware and software supported by systems operations are fully operational 99 percent of the time or better, except for scheduled down-time (see Section J, Attachment J).
- h. Provide redundancy for critical OFDA.gov hosted systems including email, file servers, Abacus, and SharePoint in the event of primary system disruptions or outages. The redundant system should be able to restore operations to the office within a two hour timeframe (see Section J, Attachment J). This requires a real-time replication of system data to a COOP site.
- i. Notify users of scheduled down time 48 hours in advance at a minimum, or, in special emergency maintenance instances, obtain OFDA TPOC approval for less advanced notice.
- j. Report and document any unexpected downtime on infrastructure hardware/software under the purview of systems operations, including a description of the actions taken to resolve problems, within 24 hours of the event and provide to TPOC.
- k. Conduct all planned network maintenance between the hours of 7:30PM and 7:00AM to minimize user disruption; obtain approval from the TPOC to begin maintenance earlier if required.
- l. Design and implement systems architecture adjustments to ensure efficient information flow and reliable and comprehensive end user services.
- m. Maintain all switches and routers for the OFDA.gov network.
- n. Maintain all printers, faxes, scanners, and UPS units in use by OFDA staff in Washington, D.C. area offices (including three EOCs) and in Costa Rica offices. Ensure that adequate back-up equipment is on-hand to immediately replace failed equipment.
- o. Implement any and all EOC IT equipment upgrades as required for regular equipment lifecycle management or as needed resulting from system or process changes.

C.4.2.4 SUBTASK 4 - VOICE SERVICES AND WIRELESS COMMUNICATIONS

In order to support and maintain OFDA's communications requirements, the contractor shall:

- a. Provide and maintain support for Voice over Internet Protocol (VOIP) phones located in the NPB offices spaces and in the contractor-provided facility to include the EOC therein.
- b. Establish and maintain asset inventory management of all telephony devices to include VOIP phones.
- c. Manage wireless communications devices and associated auxiliary devices, wireless access points / controllers, and other user-operated wireless/auxiliary devices providing either cellular, network and satellite connectivity.
- d. Negotiate with mobile/satellite communications companies to ensure that OFDA staff have the most effective and cost efficient mobile communications service plans, for use Continental United States (CONUS)/Outside the Continental United States (OCONUS).
- e. Prepare, configure, test, troubleshoot, issue, and receive wireless communications devices and associated auxiliary devices.
- f. Prepare, configure, and deploy High Throughput Satellite (HTS) solutions in support OFDA field operations to ensure OFDA staff has high-bandwidth capacity.

- g. Manage all billing related to wireless communications devices, auxiliary devices, and services within the scope of this task.
- h. Interface directly with OFDA personnel to provide device training and to resolve all issues related to services within the scope of this task.
- i. Maintain utilization history to include review of device/service usage, audits, and reconciliation of utilization.
- j. Maintain records on monthly billing and notices to OFDA users and their respective division chiefs.
- k. Provide the OFDA TPOC with monthly billing analysis that includes recommendations for reducing costs.

C.4.2.5 SUBTASK 5 - MULTIMEDIA AND VIDEO CONFERENCING

The contractor shall provide and support multimedia and conferencing services which include, but are not limited to, the setup, adjustment, and operation of video teleconferencing (VTC) devices, teleconferencing services, audio-visual (A/V) services, desktop collaboration services, and multi-display clocks. The contractor shall provide robust multimedia and conferencing capabilities for OFDA meeting and conference facilities, remote users, and external events as required.

The contractor shall:

- a. Integrate, test, maintain, and operate VTC and A/V suites and teleconferencing hardware and software.
- b. Establish VTC and A/V connectivity to other locations and equipment.
- c. Schedule, coordinate, and administer multiple simultaneous VTC and A/V sessions.
- d. Recommend upgrades to the VTC and AV systems at least annually and incorporate approved upgrades if/when acquired.
- e. Train OFDA personnel on the operation of A/V and VTC equipment.
- f. Validate cable and satellite television billing.
- g. Provide secure desktop videoconferencing capabilities to be made available on both OFUSAID and OFDA.gov networks to facilitate face-to-face communications between Washington, D.C. and the field.
- h. Provide customer support for cable and satellite television service requests.
- i. Provide dedicated, on-call end user support 24 hours per day, 7 days per week, 365 days per year for mission critical and mission essential media and conferencing systems/services operated and maintained by the contractors.

C.4.2.6 SUBTASK 6 - USER SUPPORT

The contractor shall provide on-site user support to all Washington-based OFDA users and remote support to OFDA field-based or TDY personnel. This shall encompass user support for both the hardware and software components used in DCHA/OFDA desktop configurations, including personnel computer systems and supporting printers as well as other hardware and other IT-related user issues. The contractor shall use a help desk tracking system (HelpSTAR is provided as GFE) for all requests for assistance and/or (e-mail, phone) customer interactions with computer-related problems.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

Standard hours of on-site coverage for service are from 6:30 AM to 6:30 PM Eastern Time (ET), Monday through Friday. During standard business hours, the contractor shall provide acknowledgement of request and/or response within thirty minutes of the initial contact and timely solutions thereafter (see Section J, Attachment J). The contractor shall provide coverage at all three OFDA Washington-based locations. The contractor shall also establish an on-call system for all other hours and shall provide acknowledgement of request and/or response within one hour of the initial contact and timely solutions thereafter (see Section J, Attachment J). The contractor shall design the on-call system so that there is a central point(s) of contact for receiving, assessing the urgency of, addressing and/or relaying the user support issue for full resolution. During an RMT response that required 24/7 User Support, the contractor shall provide acknowledgement of request and/or response within thirty minutes of the initial contact and timely solutions thereafter 24/7 (see Section J, Attachment J).

The contractor shall:

- a. Operate a Help Desk to respond to user calls and emails, and provide desk-side support to resolve user problems with hardware and software at all three OFDA headquarter facilities. The contractor shall ensure the most effective and efficient staffing and use of resources for this task based on industry standards for help-desk support for users.
- b. Upgrade or replace user hardware components and upgrade existing software applications as needs dictate and in accordance with major rollouts of new agency wide applications.
- c. Monitor the performance of PCs, scanners, and printer hardware and software to ensure operability.
- d. Identify and apply corrective measures for identified IT and communications problems.
- e. Provide all Tiers of support for both telephone and on-site technical assistance to customers on all standard software and hardware across all OFDA platforms.
- f. Identify and evaluate products and methods for enhancing the capability and productivity of customers in OFDA's IT environment.
- g. Respond to customer requests for assistance within 30 minutes of receipt of request via email or telephone. The contractor shall provide first call resolution on 80 percent or better of all requests (see Section J, Attachment J).
- h. Document and maintain standard hardware, operating system, and software configurations for OFDA desktops and laptops and ensure that all fielded PCs remain consistent with the standard configurations.
- i. Install and relocate PCs as needed, for example if space configurations change.
- j. Perform proactive and preventive maintenance of USAID desktop and laptops to apply necessary changes to configurations, where appropriate.
- k. Deploy OFDA disk images (e.g., Ghost) of desktop and maintain settings for operating system configuration, web browser configuration, application configuration, and desktop security.
- l. Utilize a Help Desk tracking system to record Help Desk requests and problems, to analyze and document tracking requirements, to prioritize and implement tracking solutions, and to document solutions and train users.

- m. Ensure that all three EOCs are operable within one hour of a Senior Management Team (SMT) decision to stand-up an RMT (see Section J, Attachment J). This includes creating RMT user accounts, transferring or establishing distribution lists, assisting users with log-ins or any other user support needs, and ensuring all connectivity and account access is fully functioning.
- n. Provide sufficient IT support to ensure that the EOC(s) remain fully functional 24 hours a day, 7 days a week, during times of RMT activation, and provide on-site Help Desk support during the primary RMT operational hours as established by the Response Manager.

C.4.2.7 SUBTASK 7 - FACILITY SUPPORT

The contractor shall maintain adequate dedicated contiguous space to meet OFDA's operational and IT requirements, in accordance with Section H.9.1. The facility shall be used by the contractor to:

- a. Host and provide end user ICT support to OFDA trainings, conferences, and meetings concerning humanitarian assistance and disaster response and relevant subjects. The hosting requirement for trainings, conferences, and meetings will vary based on size of audience and the duration of events. For the training space, the contractor shall have the capacity to provide four separate rooms to accommodate: 75-100 people (depending on configuration of seating), 40 people, 20 people, and 12 people and an additional two break out rooms for smaller groups of 8-10 people each. The 20-person sized conference room shall be configured to accommodate computer-based training for all 20 attendees. Although events are usually scheduled and planned in advance, given the contingency nature of disaster response, it is possible that unplanned meetings, conferences, and trainings will occur with a less than 24 hour lead time and possibly only one hour. The contractor shall be prepared at all times to support this requirement such that the training space shall be available and appropriately configured to meet seating and A/V requirements within one hour of notification from the OFDA TPOC. Typical usage of the space is to use three of the classrooms simultaneously about 75-85 percent of the year. This space shall be separate from the third EOC. The contractor shall coordinate with the OFDA Training Unit to ensure rooms are appropriately configured for all OFDA training courses and all A/V needs are met.
- b. House the third EOC including interagency overflow capacity. This EOC should accommodate the following: a total of 14 to 16 workstations for standard RMT configuration, an office for smaller meetings and/or to be dedicated to the Response Director, a contiguous conference room for 15 people that can accommodate VTC capabilities, dedicated space for print/copy/fax needs etc., and an additional 12 workstations to accommodate Interagency partners should it be necessary. This space, in its entirety, should be dedicated for the use of RMTs and not be used for dual purposes during non-response times.
- c. Securely warehouse all OFDA DART communications and deployment cache and all IT inventory not otherwise deployed to the end user.
- d. Host the current OFDA.gov network infrastructure.
- e. Seat all IT contractor staff not working in the RRB or NPB.

- f. Provide six dedicated offices for OFDA staff utilization during trainings or to be used for COOP capacity should the RRB be rendered inaccessible.

C.4.3 TASK 3 – APPLICATION DEVELOPMENT AND MAINTENANCE

The contractor shall provide application development, enhancement, maintenance and management services, as well as program management for the application portfolio. The contractor shall also provide support for modernizing the application environment, as needed, to seek efficiencies and keep the application portfolio aligned with the business needs of the organization.

C.4.3.1 SUBTASK 1 - INFORMATION MANAGEMENT APPLICATION SUPPORT

In support of OFDA's information management applications, Abacus and ART, the contractor shall:

- a. Maintain Sun (OS), Oracle, and other application software.
- b. Administer Linux System, Oracle Database, and Oracle Application Servers.
- c. Provide routine maintenance including upgrades, security, software upgrades, and access vulnerabilities for all software.
- d. Maintain and upgrade the current information management applications, including ART.
- e. Maintain, back up, and recover all data to prevent data loss.
- f. Utilize a secure web server with a Secure Sockets Layer (SSL) Certificate.
- g. Analyze and interpret user business processes based on office policies, procedures, and other systems within the office and make subsequent supporting application enhancements.
- h. Ensure the Abacus solution is current with Agency and Foreign Assistance level information management requirements, systems, and changes/advances to ensure that the solution is able to continue to dynamically and effectively respond to such changes, striving for reconciliation of data and integration wherever possible.
- i. Test and implement new releases.
- j. Analyze and incorporate enhancements to Abacus and ART. Historically, ad hoc recommended enhancements to Abacus are received on a weekly, sometimes daily basis from end users throughout the office.
- k. Provide routine user management including creating new users, password resets, access control, and other related tasks.
- l. Provide customized user training based on staff roles and responsibilities as new personnel come on board. Develop computer-based training solutions to streamline and systemize end user training where possible.
- m. Support policy development as it applies to data and system development.
- n. Identify, interpret, and develop ad hoc reports based on the user requests and policies and procedures.
- o. Monitor and inform managers regarding unutilized parts of the system which are critical for office functions based on policy decisions.
- p. Regularly monitor policy changes and development to map with system development.

- q. Develop and provide regular system guidance as well as respond to customized special requests for instructions.
- r. Review, evaluate, and make recommendations for the streamlining and enhancement of OFDA-wide Information Management and provide results to the OFDA TPOC. This may include performing solutions-oriented data modeling, gap analysis, and architecture support.
- s. Serve on OFDA's Awards Change Control Group (ACCG) to ensure that as policy and process changes surrounding assistance and acquisition are implemented by USAID and OFDA, OFDA's program management systems are enhanced to reflect these changes. Provide expert systems-level analysis of the impact of assistance and acquisition changes.

C.4.3.2 SUBTASK 2 - INTRANET/INTERNET DESIGN, DEVELOPMENT, AND SUPPORT

The contractor shall be responsible for providing client solutions to any web, database, collaboration tool or technical training-related request.

The contractor shall:

- a. Maintain OFDA's presence on the USAID website, work with OFDA's Information Support Unit (ISU) on layout and design, and collaborate with the Office of Legal and Public Affairs (LPA) to ensure Section 508 compliance. See the following link to OFDA public website: <http://www.usaid.gov/what-we-do/working-crises-and-conflict/responding-times-crisis>.
- b. Publish content provided by OFDA personnel on the OFDA Intranet, currently MS SharePoint 2010.
- c. Maintain and enhance OFDA's SharePoint solution such that it continues to evolve to meet OFDA user requirements. (OFDA currently uses SharePoint as a collaboration tool and for file storage and sharing. It is also used in conjunction with Abacus to perform proposal reviews.) Develop new solutions for SharePoint to reduce staff time dedicated to common processes.
- d. Ensure timely web/intranet publishing of OFDA-specific information such as Annual Reports, Situation Reports, and Facts Sheets. For basic requests, web publishing shall be met within 30 minutes of receiving content.
- e. Provide technical support to OFDA staff users in the development of presentations or other technical issues.
- f. Design, edit, and modify graphics and images for the web and intranet sites.
- g. Evaluate new customer tools and technologies to meet evolving OFDA web and collaborative requirements.

C.4.4 TASK 4 - ICT RESPONSE READINESS OPERATIONAL SUPPORT

The contractor shall provide all IT and communications services and support necessary for OFDA to maintain response readiness and operational capacity at all times in response to international disasters. This includes both the activation of Washington, D.C.-based RMTs as well as the deployment of field operations support through DARTs and/or field assessment teams. This shall include EOC management, maintenance, and support and the provision of

communications field support, communications training, and field certifications support. The contractor shall also maintain an immediately accessible current cache of operable field communications equipment sufficient for five simultaneous DARTs. Given the nature of disaster responses, this support shall be provided in a fully-integrated manner which provides an expedient solution to the Government that is both high quality and convenient. The contractor shall, as a part of the equipment lifecycle management process, review and evaluate new field communications solutions to meet OFDA requirements.

C.4.4.1 SUBTASK 1 – EMERGENCY OPERATIONS CENTER (EOC) MANAGEMENT, MAINTENANCE, AND SUPPORT

If the size or complexity of a disaster merits, the OFDA Senior Management Team may decide to stand up a Washington, D.C.-based RMT, often in support of or in preparation for an eventual DART or field assessment deployment. OFDA currently has three standing EOCs and, if necessary, could accommodate the activation of up to four simultaneous RMTs within current space capacity in RRB and NPB. Two EOCs are located at the RRB and one at the operations center (see Section H.9.1). The contractor shall maintain the capacity to support three EOCs and four simultaneous RMTs with the fourth configured within current staff seating. This may require the contractor to employ surge staffing and/or to perform outside of the regular working hours.

In support of response readiness the contractor shall:

- a. Maintain, host, and manage OFDA's EOC at the operations center (see Section H.9.1) not located at RRB such that it is prepared to be fully functional 24 hours a day, 7 days a week, and ready for use within one hour of notification from the OFDA TPOC. The contractor shall provide an EOC in accordance with the requirements set forth in Section H.9.1. Given the nature of disaster responses, it shall be accessible to all personnel supporting OFDA and shall be within eight miles of the RRB and within 30 miles of Washington, D.C. airports (Reagan and Dulles). The third emergency EOC shall be accessible through public transportation, located no more than 15 minutes walking distance from a Metro stop, or through some other widely available means of transportation.
- b. Ensure that all EOCs are configured appropriately for an RMT, such that each EOC has at least 14-16 workstations configured and available for RMT situations to include connectivity to the OFDA.gov network. The contractor shall ensure that all media (e.g., VTC equipment, printers, scanner, fax, copier, and TVs) are available and operational at all three locations. The contractor shall be capable of providing all of this support simultaneously. The contractor shall ensure that all three centers are fully functioning.
- c. Ensure that all EOC workstations are fully functional at all times and ready for use within one hour of notification of stand-up of an RMT by OFDA Senior Management and/or the OFDA TPOC (see Section J, Attachment J).
- d. Create RMT distribution lists in the appropriate email directory.
- e. Perform Short Message Service (SMS) testing in advance to ensure that at the time of RMT activation, SMS messages can be disseminated to all OFDA on-call staff.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- f. In coordination with the EOC Manager, facilitate and coordinate Monthly RMT Briefings, held once a month for one hour.
- g. Create and test all RMT user accounts, distribution lists, and the on-line filing structure for RMT within two hours of the time an RMT is activated and named.
- h. Provide access to and/or establish all necessary intranet resources in support of the RMT.
- i. Assist RMT users with logging on and train them on any RMT-specific configurations.
- j. Provide on-site user support during RMT operational hours, as established by the Response Manager.
- k. Provide general end user ICT support to RMT members.
- l. Perform all RMT close out activities relating to the archival of data, information, and user accounts.
- m. At the EOC at the contractor-provided facility, facilitate additional staging, planning, and operational requirements in support of RMTs and in preparation for DART deployments, including:
 - i. Organization of planning sessions for up to 24 people at one time (can be held in existing training/conference room space).
 - ii. Provision of teleconferencing capability with local sites and remote disaster sites.
 - iii. Ensure that all communications (i.e., network, phone, TV, Internet, and teleconferencing and network operations) are available without interruption regardless of the operational capability of the RRB and regardless of any public utility availability.

C.4.4.2 SUBTASK 2 - COMMUNICATIONS FIELD SUPPORT

If the size or complexity of the disaster merits, OFDA field personnel or a DART may be deployed to the affected country to conduct on-the-ground assessments, make recommendations, and oversee the provision of assistance.

In support of a DART or an assessment team deployment to the field, the contractor shall provide the contractor-facilitated staging and communications support, referenced below. This support can be required at any time of the day and week. The contractor shall be prepared to support this requirement 24 hours a day, 7 days a week, 365 days a year and provide the following support within one hour of notification by OFDA TPOC. The contractor shall:

- a. Facilitate Government personnel and their representatives at the third EOC location (where equipment is located) for DART staging and planning sessions within one hour of notification by the Government.
- b. Based on the size of the team to be deployed and the complexity and location of the disaster response, determine the field communications equipment requirement needed to support the field team during the deployment.
- c. From the contractor-maintained cache of Government-furnished equipment, the contractor shall identify, access, and dispatch all IT and communications equipment necessary to deploy during a DART or other field deployment to support the communications requirement of the team to include redundant modes of voice and data communications. The contractor shall ensure that the cache of equipment and supplies is

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

immediately accessible and deployable within one hour of notification. The contractor shall replenish the equipment and supplies to ensure sufficient current cache to support five simultaneous DARTs.

- d. Test all equipment to be deployed prior to dispatching, and assemble and package field communications equipment for undamaged transport (typically checked in as luggage at the airport).
- e. Based on direction from the Response Manager, dispatch additional Government-furnished field equipment to be utilized by all personnel supporting OFDA during a deployment, such as field gear and Chemical, Biological, Radiological, and Nuclear (CBRN) protection.
- f. Document field communications inventory to be deployed with the team and provide to the RMT to be distributed to the field to assist with Customs clearance on the receiving end.
- g. Coordinate with all personnel supporting OFDA to be deployed on the DART to ensure they know when and where to pick up equipment and to provide any pre-deployment refresher training on the use of IT and Communications equipment. Upon receipt of equipment, the staff must be able to arrive at either Washington Dulles or Reagan International airports within one hour of departure from the third EOC.
- h. Transport equipment to the airport and assist the team with clearing it through airport security, as needed.
- i. Begin to prepare an initial Communications Plan (see Section F.3, **Deliverable 18**) for the field team that addresses all field communications requirements, points of connectivity, and contact information.

In addition, during a field deployment, the contractor shall provide the following services from the Washington, D.C. area on an ongoing basis until the team returns from the field:

- j. Update the Communications Plan as needed or provide assistance to the field team in updating the Communications Plan (see Section F.3, **Deliverable 18**).
- k. Work remotely with the field team to troubleshoot any issues that arise related to field communications equipment and/or establishing connectivity with field counterparts and/or OFDA Washington.
- l. Coordinate any additional shipment arrangements either commercially or through diplomatic pouch.

During certain DARTs or field deployments, the Response Director may also opt to require contractor-supplied Communications Officer support for the DART team (historically one per team). The contractor shall be prepared to deploy qualified Communications Officer support anywhere in the world within four hours of notification that a DART is being activated. During these instances, the contractor shall deploy Communications Officer support to provide additional field-based support. This support is critical to the success of the particular DART, to the well-being of the personnel deployed, and to the mission of OFDA. The DART team relies heavily on the knowledge and experience of the Communications Officer to understand the protocols and nuances of the particular country and area in which the DART team must operate.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

The contractor shall:

- m. For travel purposes, maintain and keep current all contractor personnel files and records necessary for deployment. In addition, deployable contractor personnel shall maintain up-to-date shots and any necessary medical clearances.
- n. The contractor shall be fully responsible for all the necessary administrative requirements for staff to travel including, but not limited to, acquiring passports, visas, and electronic Country Clearances (eCC).
- o. Ensure all field operations are conducted through a pre-approved communications plan. The contractor shall submit initial communications plans within 24 hours of arrival in the country.
- p. Determine and arrange redundant voice and data communications coverage for the DART team.
- q. Establish connectivity for all team calls with OFDA Washington or other parties as needed. The contractor shall test connectivity in advance to reduce the likelihood of connectivity issues during scheduled call times.
- r. Develop, update, and maintain a comprehensive communication plan for the DART team.
- s. Coordinate from the field to Washington, D.C. at all times on updates in the Communications Plan.
- t. Ensure all field communications equipment is functional and connectivity is established.
- u. Troubleshoot and address equipment issues as they arrive.
- v. Proactively address any ad hoc communications needs/challenges as they arise.
- w. In coordination with the Embassy, arrange for radio frequency clearance in the host country at the time of DART deployment.
- x. Coordinate with OFDA's established Search and Rescue teams (located in the U.S. and frequently deployed during responses) to ensure interoperability of equipment and on-going communications capabilities during deployments.
- y. Coordinate with the DART team leader and members as needed on communications requirements.
- z. Conduct field coordination as required during DART deployments with U.S. Embassies, U.S. Missions, and U.N. Agencies, Donors (e.g., International Organizations (IOs), Non-Governmental Organizations (NGOs), charitable organizations), DOD and foreign ministries. This coordination is intended to help facilitate the work of the DART members so that they can better function and to enhance security through better communications.
- aa. Ensure all Field Reports are submitted and reviewed by the contractor on-site rep within two weeks of arrival in the D.C. office after returning from deployment.

In addition, the contractor shall provide dedicated local communications support for the LAC region to be stationed in San Jose, Costa Rica and must be fluent in both English and Spanish. The support is for all services under this subtask and this support will be the first to be deployed

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

in this region on a DART or an assessment team (typically six to ten per year). In addition, the contractor shall provide:

- bb. Support communications needs for local consultants in the region, including the provision and training on the use of laptops, SAT phones, Global Positioning Systems (GPS) units, and other equipment required during deployment.
- cc. Provide on-site LAN desktop support to OFDA LAC field staff in San Jose, Costa Rica. This includes support to a total of 32 personnel comprised of field staff and local consultants at the OFDA LAC office.
- dd. Maintain the ability to provide surge support of up to one additional FTE as needed.

C.4.4.3 SUBTASK 3 - COMMUNICATIONS TRAINING

The contractor shall be responsible for providing formal and informal communications equipment training of OFDA staff. The contractor shall:

- a. Administer, schedule, and conduct the formal communications equipment training necessary to prepare all personnel to effectively operate all field communications equipment to be used during the DART or other field deployments. This is to be formal, classroom-based training to allow for hands-on learning by OFDA staff.
- b. Update all training materials for communications training, as needed. At minimum, this will occur when new types of equipment are added to the inventory or equipment is updated.
- c. Administer informal refresher courses to ensure that all OFDA staff are fully trained on the use and operation of all deployable OFDA IT and communications equipment. This shall occur on an ad hoc basis in advance of deployment and shall be unique to the particular conditions of the disaster-stricken area.

C.4.4.4 SUBTASK 4 - FIELD CERTIFICATION

The contractor shall perform scheduled field certification of all ICT equipment used by OFDA regional field staff. Field certification is typically performed once every six months or annually for each regional location, based on the availability and need of regional field staff, and lasts from one to two weeks per location. The ability to schedule field certification trips can also be impacted by the occurrence of disasters. During the field certification trip, the contractor shall:

- a. Transport any new communications or IT equipment to replenish or upgrade field staff cache.
- b. Coordinate with local USAID ICT staff as needed in support of all personnel supporting OFDA.
- c. Test all communications equipment on-site at field offices.
- d. Ensure that field users' communications and desktop systems are updated and configured to meet any and all hardware, services, and/or security changes.
- e. Perform OFDA ICT inventory review and updates.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- f. Train field staff on new equipment and provide refresher staff training to ensure that all OFDA field staff are fully trained on the use and operation of all deployable OFDA IT and communications equipment.
- g. Troubleshoot and address any other outstanding IT and communications equipment or general user issues.

As a part of field certification, the contractor shall also certify that all communications equipment installed in the OFDA vehicle inventory is properly installed and fully functioning. The contractor shall:

- h. In coordination with OFDA Logisticians, schedule site visits to OFDA warehouses containing vehicles (currently only in Dubai, United Arab Emirates), approximately twice a year. The contractor shall conduct an on-site review of vehicles to ensure proper installation and functionality of equipment and deployment readiness.
- i. In coordination with OFDA Logisticians, schedule trips to vehicle armoring plants in the U.S.; there are approximately three trips per year. During the on-site visit, the contractor shall provide technical advice and oversight to the installation of communications gear in the vehicles to ensure operability and full functioning of equipment.
- j. As required, travel to OFDA field offices to troubleshoot and provide maintenance to vehicle field communications equipment.

C.4.5 TASK 5 - ICT EQUIPMENT MANAGEMENT

The contractor shall provide ICT equipment management support including procurement services and inventory storage and management, and equipment lifecycle management to ensure availability, utility, and accessibility of necessary equipment for OFDA's on-going ICT operations and maintenance as well as for RMTs and field responses.

C.4.5.1 SUBTASK 1 - PROCUREMENT AND INVENTORY MANAGEMENT

The contractor shall procure communications equipment and services and IT equipment. Specifically, the contractor shall be required to purchase materials, equipment, and communication services necessary to support OFDA's daily operational business requirements as well as emergency operations. (Refreshment of equipment has historically required quarterly purchases.) All procurements shall be performed by the contractor in the most fiscally responsible manner that meets the urgent timelines needed in an emergency response environment. The contractor shall:

- a. Use expert knowledge and experience to evaluate the inventory that is required for potential deployments and provide recommendations to the Government concerning purchases that would be required to maintain optimal readiness.
- b. Procure or acquire required OFDA ICT equipment and services in a competitive and auditable manner. The contractor shall manage all subcontractor invoices/payment and provide proper documentation of such payments when invoicing the Government.
- c. Manage the procurement from purchase to storage to distribution. This process shall include shipping, customs clearance, inventory record keeping, and official receipt of goods in overseas locations.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- d. Ensure all shipping of all equipment will meet basic industry standards (i.e., labeling of boxes and packing slips).
- e. Maintain all warranties for the Government-supplied and contractor-procured equipment. These are standard commercial warranties. The contractor shall ensure that nothing is done to void the warranties.
- f. Track all OFDA material purchases and Government-Furnished Equipment (GFE) shipped to OFDA for this contract.
- g. Label all OFDA equipment procured prior to assigning/providing it to OFDA personnel.
- h. Attain signatures from all personnel to whom ICT equipment is provided for temporary (e.g., field deployments) or permanent use and maintain appropriate files to track the receipt and return of equipment. Signatures are not required for equipment in support of day-to-day operations such as desktop computers or other equipment utilized within the RRB, NPB, or the operations center (see Section H.9.1).
- i. Ensure all equipment shall be examined with regards to cost effectiveness to repair and deemed repairable or not. If not, equipment shall be disposed of via the Life Cycle Process.
- j. Maintain complete and accurate records for all hardware and software.
- k. Maintain an inventory management system such that the contractor is prepared at all times to provide necessary documentation and demonstration in response to audit requests as to the location of all IT assets.
- l. Manage all overseas-deployed equipment unless equipment is signed over to a third controlling party (e.g., retired or donated to NGOs or other parties).
- m. Track and report on all overseas-deployed Government equipment annually.
- n. Manage, track, and store all OFDA ICT equipment in a secure manner.
- o. Support the OTI laptop inventory requirement. (Currently, there are approximately 200 laptops.)
- p. Maintain the Comprehensive Inventory and Accountability Plan that tracks OFDA equipment at facilities in transit, being used for exercises, and in the field.
- q. Provide physical transportation support for OFDA official business such as transportation for IT and communications inventory between all OFDA's U.S.-based facilities in the Metropolitan D.C. area, as well as the transportation of equipment from/to both Dulles and Reagan International airports in preparation for a DART deployment or a field assessment.

In addition, the contractor shall provide a Software and Hardware Inventory bi-annually (two times per year) at minimum (see Section F.3, **Deliverable 19**).

C.4.5.2 SUBTASK 2 - LICENSE MANAGMENT

The contractors shall:

- a. Maintain the software inventory through control of licenses and media, handling of software requests, distribution of software to users, and evaluation of new software.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- b. In order to avoid redundant purchase of software licenses, the contractor shall verify that USAID OCIO does not already possess the same or similar software licenses that can be accessed and used by OFDA personnel.
- c. Manage Geographic Information Systems (GIS) software licensing (provided with the GFE), perform software/ hardware evaluation, and respond to web-related Geographic Information Unit (GIU) issues.

C.4.5.3 SUBTASK 3 - EQUIPMENT LIFE CYCLE MANAGEMENT

The contractor shall implement a comprehensive life cycle management plan that will ensure a 99 percent equipment readiness rate at any given time upon deployment for all equipment procured and fielded for OFDA (see Section J, Attachment J). The contractor shall:

- a. Ensure all designated hardware/software equipment under the contractor management control is managed in accordance with a contractor-supplied, industry standard Life Cycle Management Processes (LCMP).
- b. Evaluate and repair OFDA equipment within 10 working days unless an agreed upon longer time is negotiated with the OFDA TPOC. Equipment the contractor is unable to repair shall be sent to an authorized facility for repair.
- c. Provide records to the OFDA TPOC of restocking when current equipment levels will not sufficiently support five simultaneous DARTs.
- d. Dispose of obsolete or unserviceable equipment via the LCMP with the OFDA TPOC's approval.
- e. Report on the proper disposal of OFDA equipment and ensure proper documentation is maintained.
- f. Balance OFDA's immediate and ongoing operational needs with the need to phase out older equipment and utilize emerging technologies.

C.4.6 TASK 6 - SURGE ICT SUPPORT (Optional CLIN)

The contractor shall provide ICT support as indicated under Tasks 2, 3, 4, and 5 in a surge capacity when OFDA staffing levels exceed the estimates set forth in this TO and as approved by the Government. The determination of OFDA staffing levels is measured through full-time employees and surge staff assigned to OFDA for disaster response purposes. The Government estimates that OFDA full-time staffing levels will increase by 10 percent total over the period of performance of five years. Currently, there are approximately 400 full-time OFDA staff and it is estimated that this will grow to approximately 440 in the final option period of this TO.

The process for initiating additional surge support will be completed on a case-by-case basis, approved by the Government, and executed via a modification to the TO exercising the optional CLIN. The Government will consider requests for additional surge support when the OFDA staffing levels exceed the estimates set forth in the solicitation by an amount that requires additional full-time contractor personnel. The contractor shall provide a schedule and rough order of magnitude for providing surge support, for Government review and approval, prior to providing any additional surge support under this optional task. The contractor shall provide the capability to track schedules, performance, and cost at the individual surge request level.

C.4.7 TASK 7 – EXECUTE TRANSITION-IN

The contractor shall provide a Draft Transition-In Plan (see Section F.3, **Deliverable 4**), an updated version of the Transition-In plan provided with the contractor's proposal at the Kick-Off Meeting and execute the Transition-In Plan. The contractor shall ensure that there will be minimum service disruption to vital Government business and the end user, and no service degradation during and after transition. All transition activities shall be completed within 90 calendar days after the Project Start date indicated in Section F.

C.4.8 TASK 8 – EXECUTE TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan (see Section F.3, **Deliverable 20**) no later than (NLT) 120 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. Points of contact.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel.
- g. Schedules and milestones.
- h. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings. The contractor shall begin executing its Transition-Out Plan NLT 90 calendar days prior to expiration of the TO.

SECTION D - PACKAGING AND MARKING

This page intentionally left blank.

SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

E.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO shall be performed by the TPOC and COR listed in Section G.3.5.1.

E.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the TO, the contractor's proposal, and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For IT development, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

SECTION E - INSPECTION AND ACCEPTANCE

E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The CO/COR will provide written notification of acceptance or rejection of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays. If the contractor does not provide products or services that conform to the requirements of this TO under the FFP CLINs, the Government will not pay the fixed price associated with the non-conforming products or services.

SECTION F – DELIVERABLES OR PERFORMANCE

F.1 TASK ORDER PERIOD OF PERFORMANCE

The period of performance for this TO is a one-year base period and four, one-year option periods.

F.2 PLACE OF PERFORMANCE

Primary performance shall occur in the Washington, D.C. metropolitan area except for one communications specialist in Government-provided space in Costa Rica. Support shall also be required worldwide through the temporary deployment of IT and communications specialists to field locations as required during DARTs, field assessments, or for field certifications. The contractor shall have the ability to support OFDA.gov, training, equipment/supply storage, and the OFDA third EOC (see Section H.9.1).

F.3 DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays unless otherwise specified

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall submit the deliverables listed in the following table:

	MILESTONE/DELIVERABLE	TOR REFERENCE	PLANNED COMPLETION DATE
1	Project Start (PS)		10 days from TOA
2	Kick-Off Meeting	C.4.1.1	Within 10 days of PS
3	Copy of TO (initial award and all modifications)	F.4.1	Within 10 days of PS
4	Updated Transition-In Plan – Draft	C.4.7	Due at Kick-Off Meeting
5	Transition-In Plan – Final	C.4.7	10 workdays after receipt of Government comments
6	Project Management Plan – Draft	C.4.1.4	NLT 30 calendar days after TOA
7	Project Management Plan – Final	C.4.1.4	10 workdays after receipt of Government comments

SECTION F – DELIVERABLES OR PERFORMANCE

	MILESTONE/DELIVERABLE	TOR REFERENCE	PLANNED COMPLETION DATE
8	Monthly Status Report	C.4.1.3	Monthly - NLT 15th calendar day of the month
9	Monthly Status Meeting	C.4.1.2	Monthly
10	Mailbox Account Size Report	C.4.1.3	Monthly
11	Trip Report(s)	C.4.1.6	Within 10 workdays following completion of each trip
12	Updated QCP – Draft	C.4.1.7	NLT than 60 calendar days after TOA
13	QCP – Final	C.4.1.7	10 workdays after receipt of Government comments
14	SLA – Draft	J.1, Attachment J	NLT than 30 calendar days after TOA
15	SLA – Final	J.1, Attachment J	10 workdays after receipt of Government comments
16	Disaster Recovery Plan for Continuity of Operations (COOP)	C.4.1.8	NLT than 90 calendar days after TOA
17	Access Control Lists	C.4.2.1	NLT than 30 calendar days after TOA, maintained and updated as needed
18	Communications Plan	C.4.4.2	NLT 5 days after the Kick-off Meeting
19	Bi-annual Hardware and Software Inventory	C.4.5.1	Bi-annual, with first delivery 6 months after TOA
20	Transition-Out Plan	C.4.8	NLT 120 calendar days prior to the expiration of the TO

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set

forth in this TO. The Government reserves the right to treat non-confirming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4.1 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the Contracting Officer's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.4.2 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by email and removable electronic media, as well as placing in the OFDA's designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- Text MS Word
- Spreadsheets MS Excel
- Briefings MS PowerPoint
- Drawings MS Visio
- Schedules MS Project

F.5 PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) or Contracting Officer's Representative (COR) at the following address:

GSA FAS AAS FEDSIM
ATTN: Brooke Gill, COR

1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405
Telephone: (605) 407-1582
Email: brooke.gill@gsa.gov

SECTION F – DELIVERABLES OR PERFORMANCE

Copies of all deliverables shall also be delivered to the OFDA TPOC at the following address:
To be provided at time of award.

The appropriate mechanism for deliverable submission (e.g. email, collaboration site, etc) will be communicated at the Kick-Off meeting.

F.6 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment I) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE

The CO will appoint a COR in writing through a COR Appointment Letter that will be provided to the contractor upon award (Section J, Attachment A). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.3.5.1 CONTRACT ADMINISTRATION

Contracting Officer:

Laurel Weiskopf
GSA FAS AAS FEDSIM

1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405
Telephone: (703) 605-5721
Email: laurel.weiskopf@gsa.gov

Contracting Officer's Representative:

Brooke Gill
GSA FAS AAS FEDSIM

1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405
Telephone: (703) 605-9471
Email: brooke.gill@gsa.gov

Technical Point of Contact:

Provided after award.

G.9.6 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: *(from GSA Form 300, Block 2)*

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

SECTION G – CONTRACT ADMINISTRATION DATA

FEDSIM Project Number: 14032AIM

Project Title: Information and Communication Technology (ICT) Support

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Select *Vendor Support*, log in using your assigned ID and password, then click on *Create Invoice*. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

G.9.6.1 INVOICE REQUIREMENTS

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the amount of labor expended/cost incurred for the month invoiced.

The contractor shall submit a draft or advance copy of an invoice to the COR and client TPOC for review prior to its submission to GSA.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion.

G.9.6.1.2 COST-PLUS-FIXED-FEE (CPFF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPFF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees)
- b. Employee company labor category
- c. Employee Alliant labor category
- d. Monthly and total cumulative hours worked
- e. Corresponding TO ceiling rate

SECTION G – CONTRACT ADMINISTRATION DATA

- f. Fixed fee
- g. Cost incurred not billed
- h. Current approved forward pricing rate agreement in support of indirect costs billed

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

G.9.6.1.3 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools and/or ODCs purchased
- b. Consent to Purchase number or identifier
- c. Date accepted by the Government
- d. Associated CLIN
- e. Project-to-date totals by CLIN
- f. Cost incurred not billed
- g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges, and Fee.

G.9.6.1.4 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Joint Travel Regulation (JTR) - prescribed by the GSA, for travel in the contiguous U.S.
- b. Federal Travel Regulation (FTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. Travel Authorization Request number or identifier, approver name, and approval date
- b. Current invoice period
- c. Names of persons traveling
- d. Number of travel days
- e. Dates of travel

SECTION G – CONTRACT ADMINISTRATION DATA

- f. Number of days per diem charged
- g. Per diem rate used
- h. Total per diem charged
- i. Transportation costs
- j. Total charges

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges.

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

- a. Project Manager (PM)
- b. Communications Field Support Manager
- c. IT Manager
- d. Software Development Team Lead

The Government desires that Key Personnel be assigned for the duration of the TO.

H.1.1 PROJECT MANAGER (PM)

It is required that the PM has the following qualifications:

- a. A Project Management Professional (PMP) certification at the time of award.
- b. Possess a Secret clearance, or higher, at time of proposal submission.

It is desirable that the PM has the following qualifications:

- c. Demonstrated experience in planning, directing, and managing complex projects/operations of a nature similar in size and scope as referenced in this solicitation to include manpower utilization, procurement, training, problem resolution, employee relations (including subcontractors), cost, budget, and managing to milestones.
- d. Demonstrated experience managing the contractor’s proposed methodologies and standards.
- e. Demonstrated experience in international civilian-based disaster response management, particularly as it pertains to the provision of IT and communications support and project/program management.

H.1.2 COMMUNICATIONS FIELD SUPPORT MANAGER

It is required that the Communications Field Support Manager has the following qualifications:

- a. Possess a Secret clearance, or higher, at time of proposal submission.

It is desirable that the Communications Field Support Manager has the following qualifications:

- b. Demonstrated experience, including field-based, in civilian-based humanitarian assistance and disaster response, particularly as it pertains to the provision of operational field Communications voice and data support.
- c. Demonstrated knowledge of relevant technologies including, but not limited to, very small aperture terminals (VSAT), Global Positioning Systems (GPS), Inmarsat phones, advanced radio communications, laptops, and video communication systems.
- d. Demonstrated experience managing the contractor’s proposed methodologies and standards as they pertain to Communications Field Support.
- e. Training and experience in civilian-based field operations, particularly as it pertains to safety and security.

H.1.3 IT MANAGER

It is required that the IT Manager has the following qualifications:

- a. Possess a Secret clearance, or higher, at time of proposal submission.

It is desired that the IT Manager have the following demonstrated experience and/or knowledge while performing in this role:

- b. Demonstrated experience in the provision of IT network operations, maintenance, security, and support in a nature similar in size and scope as referenced in this solicitation. Experience should include the provision of IT network and operations support services in an austere (developing country) field-based environment, preferably in humanitarian assistance situations and/or during civilian-based disaster response situations.
- c. Demonstrated experience managing the contractor's proposed methodologies and standards as they pertain to the provision of IT network operations, maintenance, and security.
- d. Training and demonstrated experience in civilian-based field operations, particularly as it pertains to safety and security.
- e. Possess a Juniper Networks certification.

H.1.4 SOFTWARE DEVELOPMENT TEAM LEAD

It is desirable that the Software Development Team Lead has the following qualifications:

- a. Possess a Secret clearance, or higher, at time of proposal submission.
- b. Demonstrated experience in planning, directing, and managing software development projects similar in size and scope as referenced in this solicitation.
- c. Demonstrated experience with the core technologies listed in the TOR, such as Oracle, SharePoint, Business Intelligence, Java, and SQL.
- d. Experience with the modernization of legacy systems and serving as a Change Agent in the delivery of software development solutions.
- e. Training and experience in civilian-based field operations, particularly as it pertains to safety and security.

H.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the

SECTION H – SPECIAL CONTRACT REQUIREMENTS

successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6, Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

The Government will provide space for up to three contractor personnel at RRB and up to three contractor personnel at NPB, to include a desk and phone - for Help Desk/User Support. The Government will provide the following property for contractor staff working at the Government site: the necessary office space, desk/chairs, office supplies, computer hardware and software, copiers, facsimile services, telephone service, and Local Area Network/Wide Area Network (LAN/WAN) to perform the required tasks.

The contractor will be provided with all network equipment and applications that will be operated and maintained at the contractor's facility. The hardware and software inventory to be provided is listed in Section J, Attachments K and L.

H.3 SECURITY CONSIDERATIONS

This contract is designated as a classified contract in accordance with ADS Chapter 567, “Classified Contract Security and Contractor Personnel Security Program,” and FAR Subpart 4.4, “Safeguarding Classified Information within Industry.” As such, it is subject to the requirements of these regulations and the security classifications specifications contained in the DD Form 254. The contractor must maintain a Facility Security Clearance (FCL) at the level on the DD Form 254 (Section J, Attachment D).

Employees of the contractor working under this contract and requiring access to classified national security information and/or to areas under the control of USAID deemed restricted space by the USAID’s Office of Security must have been subject to an appropriate level background investigation by the Office of Personnel Management (OPM). OPM must issue an Interim or Final security clearance for each such employee before USAID will grant him or her unescorted access to USAID’s restricted space(s) or permit him or her access to classified national security information. As non-US nationals are not eligible for security clearances, local hired staff for the San Jose, Costa Rica, shall meet requirements set by US Embassy in Costa Rica for access to network.

The contractor’s Facility Security Officer (FSO) must forward a valid Visit Authorization Letter (VAL) identifying their representatives/employees and the required security clearance information to the USAID Office of Security via e-mail point of contact. A Joint Personnel Adjudication System (JPAS) (Joint Clearance and Access Verification System (JCAVS)) Person Summary Sheet must be included with the VAL.

In the event the contractor subcontracts any work to be performed under this classified contract, the contractor is responsible for issuing the security guidance provided by USAID to any subcontractors and ensuring that subcontractor(s) comply with security requirements of the prime contract (if subcontracting is allowable).

All contractors must comply with Homeland Security Presidential Directive (HSPD)-12 before a building access badge is issued. Employees must physically present two identity source

SECTION H – SPECIAL CONTRACT REQUIREMENTS

documents, one of which must be a state or Federal issued photo identification (ID). The process begins with the local Bureau AMS Officer who will aid the contractor in becoming enrolled in the identification process. The Office of Security will issue RRB facility passes to individual contractor representative/employees upon completion of the identity proofing process and receipt of the VAL. The contractor must ensure that any passes issued are returned upon termination of employment or completion of the contract, whichever occurs first.

H.3.1 SECURITY CLEARANCES

All contractors who will need access to the USAID Network, and/or unescorted access to the RRB must have a minimum of a Secret Level Clearance. This includes, but is not limited to, all Key Personnel as well as staff providing the following services: User Support/Help Desk, Network Support, and Communications Support.

H.4 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.4.1 ORGANIZATIONAL CONFLICT OF INTEREST

In accordance with FAR 2, if the contractor (and any subcontractors, consultants, or teaming partners) has or is currently providing support or anticipates providing support to USAID OFDA that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement (see L.8.1.a) in which the contractor (and any subcontractors, consultants, or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.4.2 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (to be provided at the time the TOR is released) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- a. Are listed on a signed Addendum to Corporate NDA Form (to be provided at the time the TOR is released) prior to the commencement of any work on the TO.
- b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
- c. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.
- d. All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the

SECTION H – SPECIAL CONTRACT REQUIREMENTS

Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.5 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.6 COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.7 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. The contractor is required to have an approved purchasing system.

Prior to the award of a TO the CO shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the CO no later than 30 calendar days prior to the exercise of any options the validity of its purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the CO within 10 workdays from the date the results are known to the contractor. This is a pass/fail criterion.

H.8 TRAVEL

H.8.1 TRAVEL REGULATIONS

Contractor costs for long-distance travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
- b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

- c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.8.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking long-distance travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long-distance travel, over 50 miles, will be reimbursed for cost of travel comparable with the FTR, JTR, and DSSR.

Requests for travel approval shall:

1. Be prepared in a legible manner.
2. Include a description of the travel proposed including a statement as to purpose.
3. Be summarized by traveler.
4. Identify the TO number.
5. Identify the CLIN associated with the travel.
6. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

In cases of emergency travel that cannot follow the above procedures, the contractor will be authorized to travel by the OFDA TPOC, subject to the availability of funds on the TO. Authorization documentation will be provided to the FEDSIM COR by the contractor's organization within seven calendar days of TPOC authorization of the travel.

H.8.3 TRIP REPORTS

The contractor shall keep a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, duration of trip, and POC at the travel location. The contractor shall provide a Trip Report providing the above information along with a short description of the reason for trip. If the contractor produces a communication plan, this can be substituted for the Trip Report.

H.9 TOOLS AND ODCs

The Government will require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time the TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP), over \$10,000. The RIP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases over \$10,000 without an approved RIP from the COR and without complying with the requirements of Section H.10, Commercial Software Agreements. No advance RIP approval is required for purchases below \$10,000, unless the Government identifies

SECTION H – SPECIAL CONTRACT REQUIREMENTS

in advance certain specific items or classes of items, regardless of dollar value, that shall require advance RIP approval.

In cases where emergency purchases are authorized, the OFDA TPOC will provide authorization for emergency purchases of equipment that exceed \$10,000 and if funds are available on the TO. The contractor shall provide the proper authorization documentation as described above within seven calendar days of TPOC authorization of the purchases for FEDSIM COR approval.

H.9.1 OPERATIONS CENTER

The contractor shall have the capability, separate from NPB and RRB, to accommodate an EOC and training, warehouse DART equipment, host the OFDA.gov network, and accommodate contractor personnel, as necessary. Government personnel will not require permanent workspaces at this operations center; however, a long-term workspace may be required as part of an RMT sitting in the EOC. Given the nature of disaster responses, this operations center shall be accessible to all personnel supporting OFDA (i.e., civilian Federal and contracted) and should be within eight miles of the RRB, 1300 Pennsylvania Ave., NW, Washington, D.C. and within 30 miles of Washington airports (Reagan National and Dulles International). The operations center shall be accessible through public transportation, located no more than 15 minutes walking distance from a Metro stop, or through some other widely available means of transportation. This shall only be used for OFDA requirements.

The contractor shall have the ability to provide an EOC such that it is prepared to be fully functional 24/7 and ready for use within 30 minutes of notification from authorized OFDA personnel. As part of the EOC, the contractor shall have the ability to accommodate a total of 14 to 16 workstations for standard RMT configuration, an office for smaller meetings and/or to be dedicated to the Response Director, a contiguous conference room for 15 people that can accommodate VTC capabilities, and dedicated space for print/copy/fax needs etc. Separate from the EOC, the contractor shall have the ability to accommodate an additional 12 ‘overflow’ workspaces that are fully functional 24/7 and ready for use within 30 minutes of notification. For the training space, separate from the EOC, the contractor shall have the ability to accommodate training for 75 people, 40 people, 20 people for computer-based training, and 12 people. The contractor shall have the ability to accommodate training within one hour of notification. Typical usage is to have three trainings simultaneously about 75 percent of the year.

H.10 COMMERCIAL SOFTWARE AGREEMENTS

H.10.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C and as contemplated in the Tools and ODC CLINs in Section B.4 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Software Agreements"). The parties acknowledge that the FAR clause at 12.212(a) requires the Government to procure such tools and their associated documentation under such Software Agreements to the extent such Software Agreements are consistent with Federal law.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.10.2 In order to ensure that the Software Agreements are consistent with Federal law, the contractor shall not make any purchase contemplated in Section C above without first securing the consent of the licensor of such software tools to amend the Software Agreements in accordance with the Amendment clause set forth in Section H.10.4 below. The contractor shall submit documentary evidence of such consent as part of its technical proposal.

H.10.3 The requirements of this Section H.10.3 apply only to those commercial software tools newly purchased under this TO; they do not apply to software furnished as GFI/GFE (if any). Further, they apply only to those Software Agreements that define the Government as the licensee or are intended to be transferred or assigned to the Government, with the Government becoming the licensee, at the end of this TO.

H.10.4 As used in the Amendment clause, the term "this Agreement" refers to each Software Agreement. The relevant definitions and the capitalization of terms (e.g., Licensee, Licensor, Software, Agreement) may be adjusted as necessary to match the nomenclature of the Software Agreement.

Amendment

For Federal Government Licensees, this Agreement is hereby amended as follows:

1. ***Dispute resolution and governing law:*** Any arbitration, mediation or similar dispute resolution provision in this Agreement is hereby deleted. This Agreement shall be governed by and interpreted and enforced in accordance with the laws of the United States of America, and dispute resolution shall take place in a forum, and within the time period, prescribed by applicable federal law. To the extent permitted by federal law and then only to the extent not pre-empted by federal law, the laws of the state specified in this Agreement (excluding its choice of law rules) will apply. No equitable or injunctive relief, and no shifting of legal fees or costs, may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
2. ***Indemnification:*** Any provisions in this Agreement requiring any Federal Government Licensee to indemnify any party are hereby deleted and shall not apply. Any provisions requiring the licensor to indemnify the Federal Government Licensee shall be revised to state that such indemnification, and the conduct and/or settlement of any applicable proceedings, shall be subject to 28 USC 516.
3. ***Changes in templates:*** This Agreement shall apply in the version attached hereto. Subsequent updates to or changes in the licensor's standard commercial templates for such agreements shall not be binding on the Federal Government Licensee, except by prior express written agreement of both parties.
4. ***Fees, taxes and payment:*** If the Software is licensed as part of a separate Government contract between the Federal Government Licensee and a prime contractor, the provisions of such contract regarding fees, taxes and payment shall supersede any provisions of this Agreement regarding same. Notwithstanding the foregoing: (a) express written agreement of the Federal Government Licensee shall be required prior to (i) any extension or renewal of this Agreement or the associated fees or (ii) any change in the fees; (b) late payments shall be governed by the

SECTION H – SPECIAL CONTRACT REQUIREMENTS

Prompt Payment Act and the regulations at 5 CFR 1315; and (c) no cost of collection on delinquent invoices may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.

5. **Assignment:** Licensor may not assign this Agreement or its rights or obligations there under, in whole or in part, except in accordance with the procedures set forth in FAR subparts 32.8 and/or 42.12, as applicable.
6. **No waiver of liability or cause of action:** Any provision requiring the Federal Government Licensee to agree to waive or otherwise not to pursue any claim against the licensor it may otherwise have is hereby deleted. Without limiting the generality of the foregoing, the parties agree that nothing in this Agreement, including but not limited to the limitation of liability clauses, in any way grants the licensor a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law and that no clause restricting users' statements shall be read to restrict the Federal Government Licensee's ability to pursue any course of action otherwise permitted by federal law, regulation, or policy, including without limitation making public statements in connection with any suspension or debarment action.
7. **Audit:** Any clauses in this Agreement allowing for an audit of the Federal Government Licensee's records or information systems, or verification of its compliance with this Agreement generally, shall be subject to the Federal Government Licensee's requirements pertaining to security matters, including without limitation clearances to be held and non-disclosure agreements to be executed by auditors, badging or escorting requirements for access to premises, and other applicable requirements. Any over-use identified in an audit shall be referred to the prime contractor or the Federal Government Licensee's contracting officer (as applicable) for action. No audit costs may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
8. **Compliance with laws:** The parties acknowledge that the United States, as a sovereign, is subject to the laws of the United States. Nothing in this Agreement shall be interpreted to imply consent by any Federal Government Licensee to submit to the adjudicative or enforcement power of any regulatory, administrative, or judicial authority of, or the application of the laws of, another jurisdiction. Any provision inconsistent with applicable federal law that is not listed above is hereby deemed omitted from this Agreement to the extent of such inconsistency.
9. **Third party terms:** Any third party licensing terms associated with third-party software components or products embedded in or otherwise provided with the Software shall be deemed amended in accordance with sections 1-8 above.

H.11 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in Section H.10, amended as contemplated therein, shall be

SECTION H – SPECIAL CONTRACT REQUIREMENTS

deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

SECTION I – CONTRACT CLAUSES

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

Clause No	Clause Title	Date
52.203-13	Contractor Code of Business Ethics and Conduct	(Apr 2010)
52.203-14	Display of Hotline Posters	(Dec 2007)
52.204-10	Reporting Executive Compensation and First Tier Subcontract Awards	(Jul 2013)
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications	(Oct 2010)
52.216-8	Fixed Fee	(Jun 2011)
52.219-8	Utilization of Small Business Concerns	(May 2014)
52.219-9	Small Business Subcontracting Plan	(Jul 2013)
52.223-15	Energy Efficiency in Energy Consuming Products	(Dec 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products	(Jun 2014)
52.227-14	Rights in Data – General	(Dec 2007)
52.227-14	Rights In Data – General Alternate II or III	(May 2013)
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	(Dec 2007)
52.227-16	Additional Data Requirements	(Jun 1987)
52.232-18	Availability of Funds	(Apr 1984)
52.232-20	Limitation of Cost	(Apr 1984)
52.232-22	Limitation of Funds	(Apr 1984)
52.232-99	Providing Accelerated Payment to Small Business Subcontractors (Deviation)	(Aug 2012)
52.244-6	Subcontracts for Commercial Items	(Jul 2014)
52.251-1	Government Supply Sources	(Apr 2012)

I.3 FAR 52.252-2 CLAUSES INCORPORATED BY TEXT

52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

SECTION I – CONTRACT CLAUSES

(End of clause.)

52.217-9 Option to Extend the Term of the Contract (Mar 2000)

a. The Government may extend the term of this contract by written notice to the contractor within 30 days; provided that the Government gives the contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

b. If the Government exercises this option, the extended contract shall be considered to include this option clause.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years, 6 months.

(End of clause.)

I.4 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

Clause No	Clause Title	Date
552.232.25	Prompt Payment	(Nov 2009)

I.5 USAID ACQUISITION REGULATION (AIDAR) 48 CFR CHAPTER 7, INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

AIDAR: <http://www.usaid.gov/who-we-are/agency-policy/series-300>

Clause No	Clause Title	Date
752.202-1	Definitions	Jan 1990
752.204-2	Security Requirements	Feb 1999
752.209-71	Organizational Conflicts Of Interest Discovered After Award	Jun 1993
752.211-70	Language And Measurement	Jun 1992
752.219-8	Utilization Of Small Business Concerns And Small Disadvantaged Business Concerns	Jul 1997
752.219-70	USAID Mentor-Protégé Program	Jul 2007
752.219-71	Mentor Requirements And Evaluation	Jul 2007
752.225-70	Source, Origin, and Nationality Requirements	Feb 1997
752.227-14	Rights In Data—General	Oct 2007

SECTION I – CONTRACT CLAUSES

Clause No	Clause Title	Date
752.228-3	Worker's Compensation Insurance (Defense Base Act)	Dec 1991
752.228-7	Insurance -- Liability To Third Persons	Jul 1997
752.228-70	Medical Evacuation (Medevac) Services	Jul 2007
752.245-70	Government Property-USAID Reporting Requirements	Jul 1997
752.245-71	Title To And Care Of Property	Apr 1984
752.7001	Biographical Data	Jul 1997
752.7002	Travel And Transportation	Jan 1990
752.7006	Notices	Apr 1984
752.7008	Use Of Government Facilities Or Personnel	Apr 1984
752.7010	Conversion Of U.S. Dollars To Local Currency	Apr 1984
752.7011	Orientation And Language Training	Apr 1984
752.7013	Contractor -Mission Relationships	Oct 1989
752.7014	Notice Of Changes In Travel Regulations	Jan 1990
752.7015	Use Of Pouch Facilities	Jul 1997
752.7025	Approvals	Apr 1984
752.7028	Differentials And Allowances	Oct 1996
752.7029	Post Privileges	Jul 1993
752.7033	Physical Fitness	Jul 1997
752.7034	Acknowledgement And Disclaimer	Dec 1991
752.7035	Public Notices	Dec 1991
752.7101	Voluntary Population Planning Activities	Jun 2008

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

Attachment	Title
A	COR Appointment Letter (electronically attached .docx)
B	Monthly Status Report (electronically attached .docx)
C	Acronym List (electronically attached .docx)
D	Department of Defense (DD) 254 (electronically attached .pdf)
E	Travel Authorization Request Template (electronically attached .xls)
F	Request to Initiate Purchase Template (electronically attached .xls)
G	Corporate Non-Disclosure Agreement (electronically attached .docx)
H	Incremental Funding Chart (electronically attached .xls) (Provided at TOA)
I	Problem Notification Report (electronically attached .docx)
J	Service Level Agreements (electronically attached .pdf)
K	Software Inventory (electronically attached .pdf)
L	Hardware Inventory (electronically attached .pdf)
M	Current Systems/Network Architecture (electronically attached .pdf)
N	Abacus/ART Background Information (electronically attached .pdf)
O	Current Environment User Support Data (electronically attached .pdf)
P	USAID Security Language (electronically attached .pdf)
Q	Tumaria Flood Scenario (electronically attached .pdf)
R	Negotiated Ceiling Rates (Provided after TOA)
S	Project Staffing Plan Template (electronically attached .xls) (To be removed at TOA)
T	Key Personnel Qualification Matrix (electronically attached .pdf) (To be removed at TOA)
U	Corporate Experience Description Format (electronically attached .pdf) (To be removed at TOA)

SECTION J – LIST OF ATTACHMENTS

Attachment	Title
V	Pre-Proposal Question Template (electronically attached .xls) (To be removed at TOA)
X	Cost Workbook (electronically attached .xls) (To be removed at TOA)

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
OFFERORS OR RESPONDENTS

This page intentionally left blank.

L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

<https://www.acquisition.gov/far>

Clause No	Clause Title	Date
52.215-1	Instructions to Offerors-Competitive Acquisition	(JAN 2004)
52.222-46	Evaluation of Compensation for Professional Employees	(FEB 1993)
52.232-38	Submission of Electronic Funds Transfer Information with Offer	(MAY 1999)

SOLICITATION PROVISIONS PROVIDED IN FULL TEXT:

52.215-20 Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data – Alternate IV (OCT 2010)

- (a) Submission of certified cost or pricing data is not required.
- (b) Provide information described below:

All data required to be submitted as part of the offeror's proposal is described in Section L.7, L.8, L.9, and L.11 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the Contracting Officer or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

- a. Offerors shall furnish the information required by this solicitation. A Standard Form (SF) 33, "Solicitation, Offer, and Award," completed and signed by the offeror, Block 17, constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the SF 33 must be executed by a representative of the offeror authorized to commit the offeror to contractual obligations.
- b. Offerors are expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.
- c. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

- d. Offerors submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors-Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a Task Order is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

- e. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).
- f. The authorized negotiator or the signatory of the SF-33 will be notified of the date and time of the oral Question and Answer session. Offerors shall provide the name of the individual, the position title, telephone number, fax number, and electronic mail address of that individual.
- g. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 SUBMISSION OF QUESTIONS

Offerors are requested to submit their questions (electronically via email) grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions using the format in Section J, Attachment V. **Questions or requests for extension submitted after the cut-off date may not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.4 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.5 GENERAL INFORMATION

The total estimated CPFF for CLIN X002 of the TO is between \$40.4 million and \$44.7 million. The estimate does not include FFP, Transition-In, Transition-Out, Optional Surge CLIN, Tools, Long-Distance Travel and ODCs. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

Proposals shall be valid for a period of 120 calendar days from the date of delivery.

L.6 CONTRACTOR SUPPORT DURING EVALUATION

The Government expects to have contractor support during the evaluation for ministerial functions from E3 Federal Solutions, LLC. The offeror is encouraged to sign an NDA with E3 Federal Solutions, LLC that addresses the written and oral technical proposals (see GSAM 503.104-4). Offerors who choose to enter into an NDA with E3 Federal Solutions, LLC shall submit their corporate NDA to the POC listed below for review and execution. If an NDA is signed, the NDA shall be submitted with the proposal Part III submission. E3 Federal Solutions, LLC is prohibited from proposing on any work related to OFDA ICT Support.

E3 Federal Solutions, LLC Point of Contact:

Will Fortier
202.321.7011
wfortier@e3federal.com

L.7 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in four Parts. The offeror shall submit each deliverable on the due dates indicated on the Cover Letter.

All electronic files shall be in Microsoft Word or Excel formats. Pages must maintain 1" margins, 12 point Times New Roman font and single spaced. Single-sided and double-sided sheets are permitted. If double-sided sheets are used, one double sided sheet shall count as two sheets towards the stated page limitations. Unless otherwise specified, pages must be 8.5X11. Charts/Graphics imbedded in proposal will count toward page limitations. Charts/Graphics text must maintain a font minimum of 9 point, including in the Part IV slides, and 11X17 foldouts may be used when providing tables and charts. 11X17 foldouts will be counted as two pages where page limitations apply. Headers may be of a larger font. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document. (e.g., a Table of Contents within the Draft Transition-In Plan); in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment. For the Oral

Presentation Proposal slides only, the slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point. Any pages submitted beyond the page limitations will be removed and not evaluated.

L.7.1 PROPOSAL PART I

Part I contains preliminary written Cost/Price Proposal information. This volume shall contain:

- a. Organizational Conflict of Interest Statement (TAB A)
- b. Contract Registration (TAB B)
- c. Current Forward Pricing Agreements (TAB C)
- d. Management Systems (Approved Cost Accounting and Purchasing System) (TAB D)
- e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (TAB E)

L.7.2 PROPOSAL PART II

Part II is the remainder of the written Cost/Price Proposal and shall contain the following:

- a. Solicitation, Offer and Award (SF33) (TAB F)
- b. Section B – Supplies or Services and Prices/Costs (TAB G)
- c. Cost/Price Supporting Documentation (TAB H)
- d. Subcontractor Supporting Documentation (TAB I)
- e. Cost/Pricing Assumptions (TAB J)
- f. Representation of Limited Rights Data and Restricted Computer Software (TAB K)

L.7.3 PROPOSAL PART III

Part III is the written Technical Proposal and shall contain the following (page limitations, where applicable, are indicated in the parentheses following each item):

- a. Technical and Management Approach - TAB AA (**30 pages**, not to include subtopics below and not to include the mortgage, property deed or letter of intent for the contractor facility)
 - i. SLAs and Performance Metrics - TAB AA-1
 - ii. Draft Transition-In Plan - TAB AA-2 (**20 pages**)
 - iii. QCP - TAB AA-3 (**10 pages**)
- b. Disaster Response Communications Plan - TAB BB (**3 pages total**)
- c. Project Staffing Plan Table - TAB CC
- d. Key Personnel Qualification Matrix, including Letter of Commitment- TAB DD (**each Matrix limited to 3 pages**, page limit does not include certificates)
- e. Corporate Experience - TAB EE (**15 pages total**)
- f. Technical Assumptions (if any) - TAB FF
- g. The contractor shall provide confirmation that all applicable License Agreements will comply with the requirement of Section H.10. – TAB GG
- h. The contractor shall provide a Section 508 Compliance Statement. – TAB HH
- i. Copy of Oral Technical Proposal Presentation Slides - TAB II

The CO will schedule the oral technical proposal presentation after all proposals are received. The oral technical proposal presentation shall contain the information shown in paragraph L.7.4.

L.7.4 PROPOSAL PART IV

Part IV is the Oral Technical Proposal Presentation and shall contain the following:

- a. Disaster Response Scenario Approach
- b. Key Personnel and Project Staffing Approach

The Oral Technical Proposal Presentation slides, which shall be separately bound, are due with Part II and Part III of the written proposal. If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated.

L.8 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS I and II)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. Cost proposals will be evaluated (but not scored) based on a Cost Realism Analysis. Offerors shall fully support all proposed costs. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost or price, shall be explained in the proposal.

Offerors shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 2.101, Cost Realism is defined as:

“...the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal.”

As indicated in Section L.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror's proposal in order to facilitate the Cost Realism Analysis is provided below in items a through e. The appropriate section of the offeror's proposal where this data should be placed is indicated in solicitation Section L.8.1.

Written Cost/Price Proposals shall be submitted as an original, one paper copy, and an electronic copy. The offeror shall submit all proposed costs using Microsoft Excel software utilizing the formats without cells locked and include all formulas. The offeror shall include adequate information, which will allow the Government to perform the required *Cost Realism* review. This review may include the following types of analyses:

- a. Cost Narrative: The offeror shall provide a detailed cost narrative, which must explain the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation (e.g., used category average rates of xxx and yyy categories dated xx February 2011, with 40 percent and 60 percent weightings respectively). The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- b. Indirect Rate Information: The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by contract line item, by each applicable TO period, and by task area. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied. If the offeror has any applicable approved Forward Pricing Rate Agreements (FPRA) and/or DCAA Forward Pricing Rate Recommendations, adequate proof of this information shall be provided. Additionally, the offeror's cognizant DCAA and Defense Contract Management Agency (DCMA) auditors', or other cognizant Government audit agency's names and contact information shall be included in the cost/price proposal. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
- c. Direct Labor Rate Information: The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all out years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all out year periods. The Government requires that the offeror also submit a position classification plan, which must identify the classes of labor employed by the offeror and the guidelines for determining the title and pay level of each position. Additionally, in accordance with FAR 52.222-46, the offeror shall submit a total compensation plan setting forth salaries and fringe benefits proposed for the professional employees who will work under the contract.
- d. Fixed Fee Review: The offeror shall break out all proposed fixed fees and clearly delineate the cost base in which the fee percentages are applied.
- e. Comparison of Total Proposed Cost to the Government Independent Cost Estimate (IGCE): The Government will use the IGCE as an informational tool by comparing this estimate to the offeror's total proposed cost.

All prime offerors are responsible for ensuring that all subcontracts include the same type of cost detail as required above.

Pursuant to Section L.7, offerors shall not include any cost data in the technical portions of the proposals.

L.8.1 COST/PRICE PROPOSAL TABS

The proposal shall contain the following tabs:

- a. Organizational Conflict of Interest Statement and Non-Disclosure Agreement (Tab A). The offeror and each subcontractor, consultant, and teaming partner shall complete and sign an Organizational Conflict of Interest (OCI) Statement. The OCI Statement shall disclose all projects that meet the following criteria: current, past, and known (identified for award) future projects for USAID OFDA.

If the offeror or any proposed subcontractors sign a non-disclosure agreement with E3 Federal Solutions, LLC, the offeror may include the agreement in Tab F.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- b. Contract Registration (Tab B). The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date.
- c. Current Forward Pricing Agreements or Recommendations (Tab C). The offeror shall submit all forward pricing agreements including that of the Prime Contractor, any cost-type Subcontractors, and/or proposed Joint Venture.
- d. Management Systems (Approved Cost Accounting and Purchasing System) (Tab D). The offer shall describe all applicable management systems (e.g., accounting, estimating, purchasing). The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency, if applicable) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter). Additionally, the offeror shall include the name, office, and phone number of their cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who is responsible for any cost accounting and purchasing system reviews of the contractor.

The offeror shall provide a letter indicating that it has an adequate purchasing system in accordance with Section H.18 of the Alliant contract. The Government will reject any proposal from the Alliant Prime contractor that does not have a Government-approved purchasing system at time of proposal submission due date. If the Alliant Prime is a Joint Venture (JV), the possession of an approved purchasing system by one of the individual members of the JV team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition.

- e. The Government will determine a Prime Contractor as non-responsible (and therefore ineligible for award) if the firm does not possess a Government-determined adequate cost accounting system, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at time of proposal Part II submission due date. If the Alliant Prime is a Joint Venture (JV), the possession of an approved Cost Accounting Standards (CAS) system by one of the individual members of the JV team is acceptable, provided that the firm possessing the approved CAS system is actually being proposed, at a minimum, to provide the adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS). Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab E). The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, when audited, audit report number, when determined adequate by ACO, and include any non-compliances with CAS.
- f. Solicitation, Offer and Award (SF 33) (Tab F). When completed and signed by the offeror constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. Offerors shall sign the SF 33 in Block #17.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- g. Section B – Supplies or Services and Prices/Costs (Tab G). The offeror shall indicate the price to be charged for each item in **Section B** rounded to the nearest whole dollar.
- h. Cost/Price Supporting Documentation (Tab H). The information requested in the proposal is required to enable the Government to perform cost or price analysis. This includes the Total Compensation Plan as required by FAR 52.222-46. As a supplement to the summary schedule provided in Section B (Tab G), the offeror is required to provide full back-up documentation for the Labor CLINs for each period of performance and each task area using the provided Excel workbooks (Section J, Attachment X). The offeror shall complete all worksheets in the Excel workbook in accordance with the instructions provided in the Excel workbook. **The Offeror shall submit the cost narrative, the compensation plan, and the classification plan under Tab H.**

For Attachment X, the offeror shall not lock any cells and the offeror shall ensure all calculation formulas are included in order to effectively show the cost build up. Attachment X may be submitted on size 11X17 inch paper. For proposal evaluation purposes only, the offeror shall provide cost/price information assuming a PS of February 16, 2014.

- i. Subcontractor Supporting Documentation (Tab I). The offeror shall provide a proposed subcontracting plan within Tab I of their proposal in accordance with FAR 52.219-9. The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the proposed type of subcontract, how fee will be determined and paid, and if the contract with the subcontractor is a Time and Materials (T&M) contract, provide rationale and/or justification for selection of this subcontract type and the commerciality of the proposed T&M rates. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the Contracting Officer or through the prime contractor in a separate, sealed envelope. **The Prime Contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of \$10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**
- j. Cost/Pricing Assumptions (Tab J). Offerors must submit, under a separate tab, all (if any) assumptions upon which the Cost/Price Proposal is based.
- k. Representation of Limited Rights Data and Restricted Computer Software (Tab K) The offeror shall complete and provide the remainder of 52.227-15(b), Representation of Limited Rights Data and Restricted Computer Software, paragraph representing that it has reviewed the requirements for the delivery of technical data or computer software.

L.9 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART III)

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, four copies, **and an electronic copy** containing all required sections of this Part.

L.9.1 TECHNICAL AND MANAGEMENT APPROACH

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TO request. The offeror should tailor the technical approach to achieve the requirements as identified in Section C. The Technical Approach shall describe the following:

- a. The offeror's overall understanding of the TO requirements and their relationship to OFDA, its mission, and the provision of humanitarian assistance and disaster response.
- b. The offeror's technical approach/solution for meeting the support services objectives and each of the task areas listed in Section C. The discussion shall identify the technical solution including the approach, methodology, and analytical techniques.
- c. The offeror's approach/process for customer relationship management and problem escalation.
- d. The offeror's ability to meet each of OFDA's functional requirements listed below in terms of the performance constraints provided in the TOR (see Section H.9.1):
 - i. Ability to support OFDA.gov.
 - ii. Ability to store equipment and supplies.
 - iii. Ability to host and provide end-user ICT support to OFDA trainings, meetings, and conferences.
 - iv. Ability to provide a third EOC including inter-agency overflow.
 - v. Ability to provide temporary COOP workspace.
 - vi. Mortgage or property deed to provide of proof of ownership for a space that is owned by the contractor **or** a Letter of Intent for the intended lease agreement between the lessee and the lessor for a leased space, for the proposed facility to confirm that the contractor is able to provide the proposed space at time of award.

L.9.1.1 SERVICE LEVEL AGREEMENTS (SLAS) AND PERFORMANCE METRICS (Subtopic 1)

- a. The offeror shall provide SLAs as appropriate to its proposal. In addition, the offeror shall provide performance metrics for each SLA (Section J, Attachment J).
- b. The offeror shall describe its approach to continuously improving performance including identification of new/revised performance metrics and the innovative employment and management of SLAs, as well as corrective actions for substandard performance.

L.9.1.2 DRAFT TRANSITION-IN PLAN (Subtopic 2)

The offeror shall provide a Transition-In Plan. The offeror shall include in the Transition-In Plan an approach that provides for a seamless transition that reduces the impact to the end user from the incumbent to the new contractor to include the movement of all equipment/supplies from the current contractor-provided facility in Arlington, Virginia without interruption of service, as

applicable. The offeror shall also provide a Transition-In Plan that describes the offeror's Plan to remain in the current contractor-provided facility.

The Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service. The Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. As an option, the offeror shall also identify any actions contemplated on the part of the Government.

L.9.1.3 QUALITY CONTROL PLAN (QCP) (Subtopic 3)

The offeror shall identify its approach to ensure quality control in meeting the requirements of the TO. The offeror shall describe its:

- a. Approach to planning, organizing, and managing of internal resources and subcontractors, to include lines of authority.
- b. Rationale for tracking and reporting progress and costs and integrating the requirements of the TO.
- c. Methodology for ensuring that subcontractors are effectively motivated to provide support levels consistent with the award fee incentive structure.
- d. Approach to ensure that cost, performance, and schedule comply with task planning.
- e. Identification and resolution of issues and problems, including escalation of procedures.
- f. Methodology for continuous improvement of processes and procedures used in this task.
- g. Rationale for specifically assigning subcontractor responsibilities, functions, and work apportionment.

L.9.2 DISASTER RESPONSE COMMUNICATION PLAN

Provide a draft Communications Plan for the Tumaria Flood Scenario provided in Section J, Attachment Q.

L.9.3 PROJECT STAFFING PLAN TABLE

The offeror shall provide a Project Staffing Plan Table in accordance with the Project Staffing Plan Table Template (Section J, Attachment S). The submission shall contain all individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan Table and available to begin work immediately on the Project Start Date indicated in Section F.3 of this solicitation.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate "to be determined" in the Project Staffing Plan Table. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided.

The offeror shall ensure there is consistency in Level of Effort between the Staffing Plans provided in Part III and the Cost Proposals provided in Part II, being cognizant of rounding issues.

The Project Staffing Plan Table shall be submitted on size 11X17 inch paper.

L.9.4 KEY PERSONNEL QUALIFICATION MATRIX

The offeror shall submit a Key Personnel Qualification Matrix for each Key Person proposed relating the specialized experience identified in Section H.1 of this TO and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The contractor shall provide a certificate for each certification proposed and possessed by the proposed Key Personnel.

The offeror shall represent the following:

- a. All Key Personnel meet the requirements of the Alliant Contract.
- b. All Key Personnel meet the requirements of the TO, including security clearance requirements.

L.9.5 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years. The contractor shall provide, at minimum, one Corporate Experience in which the proposed prime contractor for this requirement serves as the prime contractor for the Corporate Experience provided. If an Alliant JV, Corporate Experience shall be performed by the JV itself, or by the JV offeror's Bidding Team Lead. At minimum, one project shall be for work that supports, as a core task, providing civilian-based international humanitarian assistance in austere environments. These three projects must be similar in size and scope to the requirements identified in Section C. The Corporate Experience information must be submitted in the format provided in Section J, Attachment U. The offeror should ensure that all of the points of contact are aware that they will be contacted.

All three projects shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles (e.g., Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts) do not satisfy the Corporate Experience requirement unless submitted together with a TO similar in size, scope, and complexity to this requirement and awarded and performed under the vehicle.

L.9.6 SECTION 508 COMPLIANCE STATEMENT

The offeror's written proposal shall include a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.5. The offeror's proposal will be evaluated to determine whether it includes a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO. Any proposal that does not include a statement indicating the offeror's capability to comply with Section 508 requirements throughout its performance of this TO shall be eliminated from further consideration for award.

L.9.7 TECHNICAL ASSUMPTIONS

Offerors shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.10 DELIVERY INSTRUCTIONS

Offerors shall deliver electronic and written proposals and receive acceptance from:

Scott Duncan
GSC-QF0B -14-32867
FEDSIM Project Number 14032AIM
GSA FAS AAS FEDSIM
1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405

Proposals not received by 11:00 a.m. Eastern Time (ET) on the date(s) stated in the Cover Letter will not be considered.

If you intend to hand deliver your proposal, bring all materials to the E Street entrance of the GSA building at 1800 F Street NW Washington, DC 20405. Upon arrival, call Scott Duncan, Contract Specialist, at 202-430-7496. The Contract Specialist will meet the offeror at the GSA loading dock on E Street. It is suggested that the offeror park on E Street in front of GSA or pull over right outside of the loading dock ramp to unload the boxes. Delivery acceptance/quote receipt will be given once the offeror has transferred his/her box of quote materials to the Contract Specialist at the loading dock on E Street. Please note that all proposal boxes are subject to security scanning after receipt.

L.11 ORAL TECHNICAL PROPOSAL PRESENTATION (PART IV)

Each offeror shall make an oral technical proposal presentation and participate in a question and answer (Q&A) session led by the CO and participated in by the Technical Evaluation Board (TEB) Members and other representatives of the Government. The offeror must be prepared to answer questions about the oral technical proposal presentation and the written technical proposal in the Q&A session. The oral technical proposal presentation and Q&A session will be held at the unclassified level. The oral technical proposal presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR. The offeror's oral technical proposal presentation shall contain the information in Section L.7.4.

The contents of all proposals will be delivered to FEDSIM at the same time. The oral technical proposal presentation, Part IV, shall be separately bound from Parts II and III.

Oral technical proposal presentation slides presented that differ from slides delivered with the technical proposal will not be evaluated.

L.11.1 ORAL TECHNICAL PROPOSAL PRESENTATION CONSTRAINTS

The offeror shall identify the authors of the presentation by name and association with the offeror. Attendance at the presentation and the subsequent Q&A session shall be limited to the offeror's Key Personnel (all Key Personnel are highly encouraged to attend) and no more than three additional corporate representatives of the offeror. An offeror's "Key Personnel" includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2.

The three additional people (e.g., CEOs, company presidents, or contract representatives) from the offeror may attend, but will not be allowed to participate in the presentation. Any of the three additional personnel may make a brief introduction which will not be evaluated, but will count towards the offeror's allotted time. For the remainder of the presentation, only Key Personnel shall present.

The offeror will be given 15 minutes for set up. After opening remarks by the Government, the offeror will be given up to 60 minutes to present. The presentation will be stopped precisely after 60 minutes.

Upon completion of the presentation, the Government may caucus to formulate any clarification questions regarding the technical proposal; however, proposal revisions are not expected and will not be allowed. Clarification questions, if any, may be posed by the CO or the TEB Chairman. If there are clarification questions, the contractor will then address them. The offeror may then briefly caucus to coordinate its responses. For planning purposes, the total presentation, caucus and clarification session may last approximately up to four hours, unless a shorter time period is deemed appropriate by the Government. The CO and the TEB Chairman will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer questions. All technical clarification questions, if any, will be asked and answered on the day of the offeror's oral presentation. Only those slides actually discussed and presented will be considered in the technical evaluation.

L.11.2 ORAL TECHNICAL PROPOSAL PRESENTATION MEDIA

There is no limit to the number of slides that can be presented during the oral technical proposal presentation, but only those slides presented during the oral presentation will be considered for evaluation (oral technical proposal presentation slides shall be submitted in advance with the written submission). Any slides over and above those presented during the oral presentation will be returned to the offeror and will not be evaluated as part of this source selection. No other media may be used. Presentation media is limited to computer-based graphics of the offeror's choice or normal viewgraph slides displayed using an appropriate projector. Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. The slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point.

Except for the screen provided in the conference room, the Government will provide no equipment. The offeror shall be responsible for any equipment necessary for the presentation.

L.11.3 ORAL TECHNICAL PROPOSAL PRESENTATION SCHEDULING

The CO will provide the oral technical proposal presentation schedule to the authorized negotiator or the signatory of the SF 33. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral technical proposal presentation at its sole discretion.

Oral Technical Proposal Presentations will be given at facilities designated by the CO. The exact location, seating capacity, and any other relevant information will be provided when the presentations are scheduled.

L.11.4 RECORDING OF THE ORAL TECHNICAL PROPOSAL PRESENTATION

The offeror may **not** record or transmit any of the oral presentation process. All offeror's electronic devices shall be removed from the room while the Government is caucusing after the oral presentation.

L.11.5 ORAL QUESTION AND ANSWER SESSION FORMAT

The offeror shall address any clarification questions posed by the CO or the TEB Chairperson. Although no stated time limit for the duration of the Q&A session will be imposed, for planning purposes, it is anticipated that the sessions should not last more than two hours.

The offeror may bring bound printed copies of its Part II proposal volume to refer to throughout its designated session. The offeror will not be presenting any information to the Government other than answering the clarification questions posed.

During the initial Q&A session, the offeror will address any clarification questions posed by the TEB Chairperson. The offeror may briefly caucus to coordinate responses to specific requests for clarifications. These brief caucuses may not last longer than five minutes before presenting the coordinated response. The entire session will be documented by the Government.

Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical proposal; **however, proposal revisions are not expected and will NOT be allowed.**

L.11.5.1 RECORDING OF THE TECHNICAL PROPOSAL ORAL QUESTION AND ANSWER SESSION

The offeror shall not audio or video record any of the Q&A process. All offeror's electronic devices shall be powered off prior to entry to the room and remain off for the entirety of the Q&A session.

L.11.6 ORAL TECHNICAL PROPOSAL PRESENTATION TOPICS

Within the Oral Technical Proposal Presentation, the Government does not expect the offeror to provide a restatement of the information already submitted in writing in Part III. Instead, the offeror shall address this information under the topics provided. The Oral Technical Proposal Presentation shall include the following topics, and be organized in the following order:

- a. Topic 1: Disaster Response Scenario Approach
- b. Topic 2: Key Personnel and Project Staffing Approach

METHODOLOGY. For this acquisition the term “methodology” is defined as the system of practices, techniques, procedures, and rules as required by this TO. This definition is based on the Project Management Institute's Project Management Body of Knowledge. For the avoidance of doubt, the Government is seeking a coherent discussion of **how** the offeror proposes to meet its requirements, rather than a mere restatement of the requirements or a mere listing of *what* it proposes to do. The latter will not be deemed to constitute a methodology.

L.11.6.1 DISASTER RESPONSE SCENARIO (TOPIC 1)

Utilizing the Scenario documentation for the Tumaria Flood Scenario, provided in Section J, Attachment Q, the offeror shall provide a detailed description of **how** it would respond to this scenario in terms of all of the relevant requirements of the TOR including, but not limited to, those components requested in the Activation Notification.

L.11.6.2 KEY PERSONNEL AND PROJECT STAFFING (TOPIC 2)

During the oral presentation, the offeror shall discuss its project staffing approach, describing the project staffing strategy, rationale for the proposed labor mix, and the experience, skill, and qualifications of the proposed personnel. The offeror shall specifically address the following:

- c. Rationale for choosing the Key Personnel. Describe how each Key Person would be involved in each task/subtask and how their qualifications and experience uniquely qualify them for the Key Personnel positions described in Section H.
- d. Strategy for maintaining required 24x7 support with the minimum number of permanent staff.
- e. Approach to hiring, retaining, and replacing appropriately cleared personnel throughout the life of this TO.
- f. Methodology for maintaining the technical expertise of personnel, including methodology for ensuring cross-training of deployed personnel.

M.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.6. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced, technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received, without discussion of such offers in accordance with FAR clause 52.215-1, or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only. Accordingly, the Government reserves the right to do any or all of the following:

- a. Award on initial proposals, without discussion.
- b. Ask clarifying questions during the question and answer period of the Oral Technical Proposal presentations. Clarification questions may include asking offerors to clarify statements made during oral technical presentations, if the contents of the oral technical presentations warrant clarification. Clarification questions may include asking offerors to clarify their written technical proposals. As a result, the Government may have communications with some, but not all, offerors; however, these communications will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.
- c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government.
- d. Have communications, ask clarifying questions, request corrections relative to minor errors in the cost proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 COST/PRICE PROPOSAL EVALUATION

The offeror's written cost/price proposal (Section L.8) will be evaluated to determine cost realism and price reasonableness only if the offeror receives an overall technical rating of ACCEPTABLE or higher.

The offeror's written cost/price proposals (Section L.8) will be evaluated to determine cost realism and cost/price reasonableness. If deemed necessary, the price proposal may also be evaluated for price realism. Costs that are excessively high or low (without sufficient

SECTION M – EVALUATION FACTORS FOR AWARD

justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated CPFF cited in Section B and in Section L.5 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range. If applicable, the contractor shall include this explanation in Tab J – Cost/Pricing Assumptions.

The Government will reject any proposal from the Alliant Prime contractor that does not have a Government-approved purchasing system at time of proposal submission due date. If the Alliant Prime is a Joint Venture, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition.

The Government will determine a Prime Contractor as non-responsible (and therefore ineligible for award) if the firm does not possess a Government-determined adequate cost accounting system, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at time of proposal Part II submission due date.

M.3 ORGANIZATIONAL CONFLICT OF INTEREST

Tab F will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

M.4 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.5 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M. 6 TECHNICAL EVALUATION FACTORS

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and pricing proposal accomplished by the Government.**

Pass/Fail Elements:

The following will be evaluated on a Pass/Fail basis:

- a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.9.3.).
- b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person, including a statement that the proposed Key Person

SECTION M – EVALUATION FACTORS FOR AWARD

named is employed and available to begin work on the Project Start Date designated in Section F, signed by each proposed Key Person at the proposal submission due date (Section L.9.4).

- c. The Government will reject any proposal that does not provide confirmation that all applicable License Agreements will comply with the requirement of Section H.10 (Section L.7.3).
- d. The Government will reject any proposal that does not provide a Section 508 Compliance Statement (Section L.7.3).
- e. The contractor shall demonstrate the ability to provide (Section L.9.1):
 - i. An operations center within eight miles of the RRB, 1300 Pennsylvania Ave., NW, Washington, D.C. and within 30 miles of Washington airports (Reagan National and Dulles International).
 - ii. An operations center accessible through public transportation, located no more than 15 minutes walking distance from a Metro stop, or through some other widely available means of transportation.
 - iii. Capacity to accommodate training for: 75 people, 40 people, 20 people, and 12 people.
 - iv. Capacity to accommodate 14-16 workstations to be equipped for an RMT.
 - v. Capacity to accommodate 12 overflow workstations.
 - vi. Capacity to warehouse communications equipment and host the OFDA.gov network.
 - vii. Mortgage or property deed to provide of proof of ownership for a space that is owned by the contractor **or** a Letter of Intent for the intended lease agreement between the lessee and the lessor for a leased space, for the proposed facility to confirm that the contractor is able to provide the proposed space at time of award.

The Government will evaluate technical proposals (Sections L.7.3 and L.7.4, Part III and Part IV) based on the following factors:

- Factor 1: Technical and Management Approach (Section L.9.1) to include the written SLAs (Section L.9.1.1), Transition-In Plan (Section L.9.1.2), and Quality Control Plan (QCP) (Section L.9.1.3)
- Factor 2: Disaster Response Scenario (Section L.11.6.1) to include the Disaster Response Written Communications Plan (Section L.9.2)
- Factor 3: Key Personnel and Project Staffing as shown in the written Project Staffing Plan Table/Key Personnel qualifications (Sections H.2, L.9.3, and L.9.4) as well as the information in the Staffing Plan/Key Personnel qualifications oral technical proposal presentation topics (Section L.11.6.2)
- Factor 4: Corporate Experience (Section L.9.5)

The various elements and subtopics constituting a factor are not subfactors and will not be separately rated but will be evaluated as a whole to arrive at a factor rating. The technical proposal evaluation factors are listed in descending order of importance. All four technical factors combined are significantly more important than cost. The Government will combine the results of the written and oral submissions, including the Q&A responses, to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of NOT ACCEPTABLE in any single Factor will result in the overall proposal being determined NOT ACCEPTABLE and therefore ineligible for award.

M.6.1 FACTOR 1: TECHNICAL AND MANAGEMENT APPROACH

The Government will evaluate the Technical Approach factor based on the clarity and comprehensiveness of the approach. The Government will also evaluate the Technical Approach based on the degree to which the proposal meets the requirements of the TOR Section L.9.1 and includes effective and efficient methodologies.

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of this TO from a management perspective, in particular those areas described in Section L.9.1, with minimal risk and relevant and effective ideas. The Government will also evaluate the project management strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources.

The offeror's SLAs and performance metrics will be evaluated based on the degree to which they completely and comprehensively quantify each measure, track, and report operational performance relating to systems and management performance, as well as the degree to which they achieve the agency's objectives/requirements. The SLAs and performance metrics will also be evaluated to assess the degree to which they comply with Section L.9.1.1 and reflect:

- a. A level of service with respect to each performance area.
- b. A link of incentives and measures to the requirements of the TO.

The offeror's Transition-In Plan will be evaluated to assess the degree to which it complies with Section L.9.1.2. The Transition-In Plan will be evaluated to assess the degree to which it thoroughly and completely details, identifies, and discusses the roles and responsibilities of the incumbent contractor, the offeror, and the Government and the information the offeror needs to obtain from the incumbent contractor. The Government will evaluate the offeror's rationale for how to accomplish the Plan, its appropriateness, and how well the offeror's approach promotes a seamless transition from the incumbent to the new contractor. In addition, the degree to which the seamless transition from the incumbent to the new contractor minimizes the risk of impact to the end user.

The QCP will be evaluated to assess the completeness, relevance and efficiency as it relates to the Performance-Based SOW as identified in Section L.9.1.3 and reflects the offeror's plan to monitor and perform quality control during the entire TO period.

M.6.2 FACTOR 2: DISASTER RESPONSE SCENARIO

The offeror's Disaster Response Scenario (Section L.11.6.1) and Communications Plan (Section L.9.2) will be evaluated to assess the degree to which:

- a. The offeror's Disaster Response Scenario is effective and complete with all relevant issues addressed. In addition, the offeror's Disaster Response Scenario addresses all relevant requirements of the TOR.

SECTION M – EVALUATION FACTORS FOR AWARD

- b. The offeror's Disaster Response Scenario demonstrates an understanding of OFDA's mission and requirements, as defined in the TOR, in addition to the effectiveness at achieving OFDA's mission.
- c. The appropriateness and feasibility of the proposed solution in a civilian-based disaster response environment.

M.6.3 FACTOR 3: KEY PERSONNEL AND PROJECT STAFFING

The Project Staffing Plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.9.3 and L.11.6.2, including the estimated hours and labor mix for Key Personnel, and the experience, skill, and qualifications of the personnel proposed. The Project Staffing Plan will also be evaluated to assess the degree to which it aligns with the offeror's proposed Technical and Management Approach. The Key Personnel Matrix will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel in accordance with Sections H.1 and L.9.4. Key Personnel will also be evaluated to assess the currency and applicability of experience as it relates to Section H.1.

M.6.4 FACTOR 4: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.9.5 and based on the degree to which the offeror's corporate experience:

- a. Reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.
- b. Reflects work in support of a mission similar to OFDA's in that it involves, as a core task, providing civilian-based international humanitarian assistance in austere environments.
- c. Reflects current experience, and the offeror's roles and responsibilities are similar in size, scope, and complexity to the requirements contained in Section C of the TOR. Corporate experience also reflects the proposed prime contractor leading work that is similar in size, scope, and complexity to the work required.
- d. Reflects the offeror's approach to client support to include quality control, risk management, and maintaining effective lines of communication.

M.7 TECHNICAL ASSUMPTIONS

All technical assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any technical assumption that may adversely impact satisfying the Government's requirements.